

Respondent

< 73 Anonymous >

190:52
Time to complete

1. Country name *

Armenia

Contact information

2. Your name *

Vahan

3. Title *

Hunanyan

4. Organization *

Office of the Deputy Prime Minister of RA

5. Email *

vahan.hunanyan@gov.am

6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

Note: E-government and digital government are used interchangeably in this Questionnaire.

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. The government has undertaken reforms of the www.e-gov.am portal and currently the new portal is presented to the public and official start is planned on 1st July, 2021. It has been fully redesigned. The new version systemizes all e-services and offline services and presents 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-digitized services; Transparency and Accountability: information on government functions and performance. Further, under public administration reforms Government has initiated to create catalog of all state and municipal services, to conduct business process re-engineering (mapping the AS-IS and TO-BE processes), which will establish a solid ground for identifying services that should be digitized.

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

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 a comfortable environment for their use. The United Information System of Electronic Healthcare (www.armed.am) is a comprehensive and synchronous data-transmission platform for three types of data: clinical, administrative, and financial. Through the e-Health portal 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 a patient's health record is fixed and saved in the system for an indefinite time period, and patients 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. 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. The electronic system of public payments (www.e-payments.am) enables individuals, legal entities to make online payments of duties, fines, taxes, customs, service fees, as well as payments to the treasury accounts of SNCOs. Electronic system of the Real Property Cadastre (www.e-cadastre.am), through the platform citizens can submit the whole range of applications and receive requested services on real estate transactions completely online. Electronic Tax Filing system (file-online.taxservice.am), through which all tax reports and calculations are submitted to SRC electronically. Electronic system for online submission of intellectual property applications (my.aipa.am) The system facilitates online submission of patent and trademark applications. Online applications system of Social Security Service (online.ssa.am): 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. School enrolment online system (hayt.emis.am): Through the school admission system parents select a school and register their kid to the 1st class. The system automatically identifies the links between the parent and children, thus optimizing school selection process (As each school has limited places for admission, a kid that has siblings that are already enrolled in a particular school, has a privilege over other applying kids). Student Enrollment Management Systems (dimord.am) the unified platform for applying to higher education entities' admissions exams, obtain information on the orders and regulations and find exam results on the same place. Official websites of more than 250 municipalities Major municipalities have their own web sites based on Municipal Management Information System (MMIS) which provides number of services for citizens

9. Please provide link(s) for portal(s) providing following services/features:

- E-participation or similar *

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 feedback. The average daily number of visitors of the portal is 10,000. www.e-request.am is a website for submitting online applications, requests and complaints to state authorities. It gives an opportunity to provide feedback or to fill complaints about the quality of services provided by state agencies, also enables to contact relevant government agencies directly and track letters and requests by relevant track number. In addition, during 2020, the platform has been modernized and new features have been added. Now it is possible to book a visit and reserve a place in the line for public service delivery or apply for a meeting with an official. As of early 2021, it was possible to submit online requests to 67 state bodies through the portal, currently the number of bodies has increased and it has become possible to send applications, requests and complaints to 140 state and local-self government bodies and legal entities. (medical institutions, schools, universities, etc.) www.e-hotline.am portal helps citizens ask for assistance or send complaints to relevant state authorities. www.iYerevan.am is a platform that enables Yerevan Municipality to develop, discuss and implement projects based on the suggestions received from the citizens. Further, it enables establishing real-time public dialogue with all stakeholders and collecting ideas to improve the city. www.e-petition.am website is a new e-democracy and participation tool that has been launched in 2020, which ensures civil participation in decision-making processes. The website provides an opportunity to submit individual and collective petitions in electronic form to address issues of public importance, economic, political, social and other spheres of public life or improve existing legal norms, as well as support the submitted initiatives. www.gnahatir.am is a new citizen feedback portal that has been launched in 2020. 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. www.azdarir.am a whistle-blowing platform, where citizens may submit and track reports on the cases prescribed by the Law of the Republic of Armenia "On the system of whistle-blowing" anonymously or through submitting data. Official websites of more than 250 municipalities 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. 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.

10. Please provide link(s) for portal(s) providing following services/features:

- Open government data

www.e-citizen.am is a portal through which citizens, who possess electronic ID cards, have access to their 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 citizens can receive government notifications through this portal. Government adopted regulation, which defines the procedure of obtaining an official email. Also, "Law on public and personal notification by internet" and "Law on personal data protection" were amended for full implementation of the e-citizen.am 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. www.datalex.am is a 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. www.e-register.am is an online database of all registered entities in Armenia, including creation date, owners, official charters, information about legal entities being in dissolution process or terminated, etc. www.elections.am has disclosed information on voters' registry, which has the aim to improve transparency in the government processes. www.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>) 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. The new version of the portal is in the final testing phase and is available on <http://arlis.ekeng.am/>. The new platform is not solely a database and search engine for the legal acts, but it is also a floor of collaboration and dialog between the state entities and other stakeholders. cpcarmenia.am the declaration registry for high ranked officials is a portal where the declarations of the officials and their family members are published and available for the society. 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 around 20 government entities, 140 local government bodies and 30 private sector companies (banks, loan, insurance companies, telecom organizations) are integrated to the GIP and receive data from state registries in real time. With the introduction of new e-systems, the incentive to be integrated to the GIP increases as well. The access to the data is free of charge for state entities, while businesses can get access for an affordable and reasonable fee. www.parliament.am

11. Please provide link(s) for portal(s) providing following services/features:
- Public procurement

gnumner.am is a system that gives the opportunity to access to state tender documents, complete and submit bids electronically and keep track of tender processes. All state tenders are held via the platform. PPCM (www.armeps.am/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.

12. Please provide link(s) for portal(s) providing following services/features:

- Others (if any)

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 systems 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. 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., and 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. It is planned to update the platform and provide opportunities for natural and legal entities to apply for licenses and permits online. www.e-verify.am - gives an opportunity to check the validity of the documents provided by the state bodies. The system is currently in the process of modernization, which is aimed not only at providing tools for checking the validity of official documents, but also at digitizing and automating the system for submitting and archiving documents. www.azdarar.am - Internet public notification website. In the context of large-scale development of electronic management systems until 2022 the website will be introduced as a unified portal for public and private notifications in an updated and functionally equipped form. The purpose of modernization of the system is to digitize and automate the process of notifying citizens and businesses in cases provided for by law, to simplify administration, to exclude delays in proceedings implemented by judicial and administrative bodies. www.e-certificate.am - online platform for applying for certificate of origin for the goods produced in Armenia. Civil Service Information Platform (cso.gov.am) 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.

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

1.The Deputy Prime Minister Mr. Tigran Avinyan was appointed as a Government CIO in 2019. The Deputy Prime Minister, as Chief Information Officer a)Provides digitization of public administration and the economy, contributes to the development of digital skills, harmonizes the work of government bodies in the field of digitalization. b)Ensures board discussion and opinion exchange on all digital and strategic documents related to digitalization before submitting documents to the Government of Armenia for discussion; c)Ensures harmonization of digitalization policies; d)Ensures harmonization of cooperation with international bilateral and multilateral organizations involved in digitization. e)The Office of the Deputy Prime Minister organizes and coordinates the work of the CIO network. 2.CIO chairs the Digitization Board with 12 highly ranked officials from ministries, committees and implementing organizations. The aim of the Board is to review and approve major digitization projects: information systems, server infrastructure, innovative solutions, etc. The digitization Board was established by the decision of the Prime Minister of the Republic of Armenia N 1026-A dated August 1, 2019. 3.CIO network under the Digitization board where the deputy heads of state entities and heads of IT departments are enrolled. This is a platform for internal technical discussions and decision making in IT systems implementation, experience and expertise exchange. 4.The Ministry of High-tech industry (www.hti.am) is in charge of the development of policy development in the field of high-tech. 5.EKENG CJSC (e-Government Infrastructure Implementation Agency within the Office to the Prime Minister of Armenia www.ekeng.am) focuses on operation, maintenance, and support of Government IT infrastructure. As a trust service provider, EKENG 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 of implementing major cross-government systems and infrastructural solutions.

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Tigran Avinyan

16. Title *

Acting Deputy Prime Minister

17. Organization *

Republic of Armenia

18. Email *

tigran.avinyan@gov.am

Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

Yes

No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

The Government program for 2017-2022 defines the digital transformation of state and local government as a priority. This has significantly affected the implementation of GovTech and based on that, specific commitments were made on the development of platforms for delivery of digital services, interoperability of information systems, introduction of new tools for efficient public administration. The Government actions plan for 2019-2023 which defines actions towards creation and development of electronic systems, digitization of government functions (e-justice, e-health, e-social protection, e-notification), is in line with Sustainable Development Goals. The strategy outlines 5 pillars for digitalization: cybersecurity, data policy, infrastructure: broadband internet and government cloud services, education: digital skills and legislation. Sectoral strategies and action plans address digital transformation issues and identify the vision of transformation in specific fields, such as the Judicial and Legal Reform Strategy, that identified the establishment of e-justice system, digital archives, and modernization of existing electronic systems as main strategic directions. It should be stated that there are no special e-government strategies formulated for sub-national level digitization yet, however development of govtech solutions for self government bodies is emphasized in the Digitization Strategy for 2021-2025. The new e-justice holistic concept covers sub-national level as well.

Sectoral agencies/departments/ministries

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

21. Planning/development *

Ministry of Finance (www.minfin.am) ; Ministry of Economy (www.mineconomy.am)

22. Education *

Ministry of Education, Science, Culture and Sport (www.escs.am) ; National Center of Educational technologies (www.emis.am)

23. Health *

Ministry of Health (www.moh.am); State e-health operator (www.armed.am)

24. Social Welfare (social inclusion, social protection, etc.) *

Ministry of Labor and Social affairs (www.mlsa.am; socservice.am); "Nork" social services technology and awareness center (www.nork.am)

25. Employment and Labour *

Ministry of Labor and Social affairs (www.mlsa.am); State employment Agency (www.employment.am); Migration Service (www.mtad.am/en/structure/info/22/)

26. Environment *

Ministry of Environment (www.mnp.am)

27. Justice *

Ministry of Justice: www.moj.am; Constitutional Court: www.concourt.am ; Supreme Judicial Council: court.am/hy/; The Court of Cassation: court.am/hy/courts/1/; Courts of Appeal: court.am/hy/courts/2/; RA Civil Court of Appeal: court.am/hy/courts/3/; RA Criminal Court of Appeal: court.am/hy/courts/4/; RA Administrative Court of Appeal court.am/hy/courts/5/; Specialized courts: court.am/hy/courts/6/; Administrative Court: court.am/hy/courts/7/ ; Court of Bankruptcy of the RA: court.am/hy/courts/8/ ; Court of General Jurisdiction of First Instance: court.am/hy/courts/9/; Human Rights Defender: www.ombuds.am ; Compulsory Enforcement Service: www.harkadir.am; Academy of Justice: www.justiceacademy.am; Chamber of Advocates: www.advocates.am; Probation service: www.probation.am

28. Economy/finance *

Ministry of Economy (www.mineconomy.am); Ministry of Finance (www.minfin.am)

29. Industry/trade *

Ministry of Economy (www.mineconomy.am); Ministry of High-tech Industry (www.hti.am);
State Revenue Committee (www.petekamutner.am)

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

Yes

No

Other

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

1. www.ncdc.am National Center of Disease Control and Prevention, the website contains general information about Covid-19, preventive measures, vaccination procedures and official daily counts of COVID-19 cases. 2. During the lockdown (March-September 2020), the Deputy Prime Minister was appointed as the Commandant to control the pandemic situation in Armenia. The commandant's office has established the special hot line and special section on the governmental portal (covid19.gov.am, now discontinued) where citizens could get acquainted with the latest news, decisions, rules; online apply for traveling and some activities' permissions. Also, the government introduced measures to counter economic consequences of Covid-19 and citizens and legal entities could apply for government support (financial aid, tax deferral, loans provision, grants to cover salaries, etc.) through the portal. 3. Mobile contact tracing solution was rolled out, which enabled publication of the interactive map (<https://covid19-map.armed.am/>) of self-isolated citizens. 4. A special platform for The Ministry of Labor and social affairs was created, which made it possible to make automated decisions on the amount and type of support to be provided to social support beneficiaries (concerned groups) without the need to apply for. The platform automatically identifies the citizens eligible for social benefits and provides the support proactively. 5. During Covid-19 lock down, the unified platform for online requests (e-request.am) served as the main tool for communication between the citizens and the government. People were urged to stay home and not to visit state agencies and send their

letters online. The portal, which is available in 4 languages and provides opportunities to communicate with around 140 state entities, recorded a drastic increase in numbers, reaching 40 000 successfully sent letters per month. 6. Taking into account the importance of its functional continuity, with the lift of Covid restrictions, Cadastre Committee made all services available online with a tiered approach: some of the services need electronic authentication and digital signature, in order to be processed, while others, which do not require identification of the service receiver are accessible with simple procedures. 7. In cooperation with Eurasian Economic Union, the government introduced the program "I travel without COVID-19", which allows the citizens to have the result of the Covid-19 test in the mobile application as a QR code and present it at the border crossing. The pilot program launched in March, 2021 proved its efficiency ensuring free and safe movement of Armenian citizens. The solution not only reduces the risk of the spread of the disease but also offers a reliable control system at the intercountry level. 8. The e-health system called "Armed", which stores medical data of the citizens, has also launched a mobile application through which information on vaccinations are shown with QR code and are available for verification by control bodies. 9. An initiative from the State Revenue Committee to use Big data in tax and revenue prediction. To ensure continued daily monitoring of import and export of goods of strategic importance in relation to the spread of Covid-19 pandemic, analytical reports based on big data analysis tools, combining information from various databases, have been developed and are used to ensure appropriate supply of such goods, as well as monitor the prices and volumes thereof. 10. The portal of the Armenian Statistical Committee has Covid-19 dedicated pages, with important information for business and citizens, e.g. <https://www.armstat.am/en/?nid=157&id=735>, <https://www.armstat.am/en/?nid=792> etc.

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *

Yes

No

33. Please provide link and detail.

There is no special budget allocated for e-government initiatives in response to the Covid-19 pandemic, however, the government is promoting the use of e-gov tools in communication with citizens and several success stories have already been recorded. The application "I travel without Covid-19", which stores data on Covid-19 test results and is obligatory for travelling to Russia was implemented with EKENG's resources allocated specially for that purpose. Considering the need for enhanced online communication during Covid-19 pandemic, the required funds to upgrade the e-request portal have been allocated, and as a result the list of entities where citizens may apply digitally has been raised from 60 to 140. Considering Covid-19 pandemic, the government assigned the upgrade of the portal to EKENG, which implemented the project by its own means.

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

Yes

No

35. Please provide link and detail.

The digitization strategy addresses the need for development of an action plan in order to cover the needs raised in response to Covid-19. The increase of broadband internet coverage and accessibility is mentioned as one of the urgent issues to be tackled.
<https://www.arlis.am/DocumentView.aspx?DocID=149957>

C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

Yes

No

37. If yes, please provide link and detail.

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>) 2.Access to information - Freedom of Information Act <https://www.arlis.am/documentview.aspx?docID=1372> 3.Law on Mass Media <https://www.arlis.am/DocumentView.aspx?docid=1379> 4.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. 5.RA Government Decision No 1093-N dated August 31st, 2015: <https://www.arlis.am/DocumentView.aspx?docID=110384> 6.RA Law on Freedom of Information HO-11-N dated September 23rd, 2003: <https://www.arlis.am/DocumentView.aspx?DocID=1372>, 7.RA Law on Official Statistics dated March 21st, 2018: <https://www.armstat.am/file/doc/99514643.pdf>.

38. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes

No

39. If yes, please provide link and detail.

1. 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. 2. RA Government Decree N 1849-N, 19.10.2019 (<https://www.arlis.am/DocumentView.aspx?DocID=137681>) 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. 3. RA Government Decree 1093-N, 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.

40. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes

No

41. If yes, please provide link and detail.

1. RA President's Directive No NK-146-A, dated 27.10.2017: "Information security and information policy concept paper" not published online. 2. RA Government Decision No 183-L dated 11.02.2021 : "Digitization Strategy of Armenia for 2021-2025" <https://www.arlis.am/DocumentView.aspx?docID=149957>. 3. RA Government Decision No. 1521-N, dated 26.12.2013 "Minimal requirements of official websites of state entities" <https://www.arlis.am/DocumentView.aspx?DocID=88785> 4. The Criminal Code includes provisions on criminalization of unauthorized access, monitoring, alteration of data in computer systems, unauthorized interference with computer systems, financial crimes.

42. Is there any legislation, law or regulation on digital identity? *

Yes

No

43. If yes, please provide link and detail.

1.Comprehensive and enhanced partnership agreement between the European Union and the European Atomic Energy Community and their Member States, of the one part, and the Republic of Armenia (<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52017JC0037>) 2.The law "On identification cards" (<https://www.arlis.am/documentview.aspx?docid=148950>) 3.Government Decree N 572-N, 25.05.2017 (<https://www.e-gov.am/gov-decrees/item/28675/>) according to which 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. 4.Government Decree N 116-N, 25.01.2008 (<https://www.arlis.am/DocumentView.aspx?DocID=42747>) establishing technical standards for trust service providers accredited by the state. 5.Regulations for sectoral information systems (e.g. SRC).

44. Is there any legislation, law or regulation on digital signature? *

Yes

No

45. If yes, please provide link and detail.

1.Comprehensive and enhanced partnership agreement between the European Union and the European Atomic Energy Community and their Member States, of the one part, and the Republic of Armenia (<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52017JC0037>) 2.Law on electronic document and electronic digital signature (<https://www.arlis.am/documentview.aspx?docid=120911>) 3.Government Decree N 116-N, 25.01.2008 (<https://www.arlis.am/DocumentView.aspx?DocID=42747>) establishing technical standards for trust service providers accredited by the state. 4.Government Decree N 285-N, 01.03.2018 (<https://www.arlis.am/documentview.aspx?docID=120696>) establishing order on issuance of electronic signatures certificates embedded in other certificate holders than ID cards.

46. Is there any legislation, law or regulation on e-procurement? *

Yes

No

47. If yes, please provide link and detail.

The relations regarding the organization of public procurement processes in the RA are regulated by the RA Law "On Procurement" and by-laws ensuring its implementation. In particular, e-procurement procedures are regulated by RA Government decision No 386-N dated April 6th, 2017: <https://www.arlis.am/documentview.aspx?docid=112885>; RA Law "On Procurement" HO-21-N dated December 16th, 2016: <http://www.arlis.am/DocumentView.aspx?DocID=150821>; RA Government Decision No 2158-N dated December 24th, 2020: <https://www.arlis.am/DocumentView.aspx?DocID=148608>; RA Government Decision No 534-N dated May 18th, 2017: <https://www.arlis.am/DocumentView.aspx?DocID=138560>; RA Government Decision No 390-N dated April 13th, 2017: <https://www.arlis.am/DocumentView.aspx?DocID=112889>. In 2016 amendments in Civil Code, Law "On Commerce and Services" and Law on "On Consumer Protection" were made to define the notion of e-commerce and to grant legal force to purchases and transactions carried out in electronic form.

48. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes

No

49. If yes, please provide link and detail.

According to the Article 26 of the RA Law on "Budget system", within three days after submitting the draft state budget law to the National Assembly the Government shall publish the latter, except for the articles containing state secret, in mass media, at www.azdarar.am and www.minfin.am. Besides, in accordance with the schedule approved by the RA Prime Minister's decision No 35-A "On starting the 2022 budget process" dated January 18th, 2021, within the framework of the drafting of the RA 2022 draft state budget and MTEF 2022-2024 state bodies are to publish their budget requests on their official website. Based on the information provided to the Ministry of Finance (MoF) by the state

bodies in accordance with the methodological guidelines for the preparation of sectoral draft budgets "Citizen Budget 2021" was elaborated and published on the official website of the MoF. MoF also publishes interactive budget, that gives an opportunity to see government expenditure ongoing changes in live mode. See the link bellow:
https://minfin.am/en/page/interactive_budget/.

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes

No

51. If yes, please provide link and detail.

The government has the understanding that one of the building blocks for efficient public administration is assembling information from different systems, belonging to different organizations, instead of having them perform in separate silos. The framework for interoperability and data sharing has been established since 2015. The government created a secure data sharing system, called Government Interoperability Platform, through which the data is exchanged between different state entities, as well as banks, loan, insurance companies and other service providers. RA Government Decree 1093-N, 31.08.2015 (<https://www.arlis.am/DocumentView.aspx?DocID=152169>), 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 1849-N, 19.12.2019 (<https://www.arlis.am/DocumentView.aspx?docid=137681>) establishes the order of personal data transfer via Government Interoperability Platform. RA Government Decision on "Approval of Strategy for Creation of Integrated Cadastre" No 505-L dated April 8th, 2021 (<https://www.arlis.am/DocumentView.aspx?docID=151578>). This regulation provides need assessment, requirement and the action plan for creation of integrated Cadastre platform on data sharing, exchange and interoperability across government agencies.

52. Is there any legislation, law or regulation on open government data? *

Yes

No

53. If yes, please provide link and detail.

1.RA Law on "Freedom of Information" HO-11-N dated September 23rd, 2003 (<https://www.arlis.am/DocumentView.aspx?DocID=1372>) The law regulates the relations connected with freedom of information, defines the powers of persons holding (possessing) information, as well as the procedures, ways and conditions to get information. This law applies to the activity of the state and local self-government bodies, state offices, organizations financed from the state budget, as well as private organizations of public importance and their state officials. 2.RA Government Decision No 1204-N dated October 15th, 2015 (<https://www.arlis.am/documentview.aspx?docID=101115>) The Decree establishes the Order on registration, specification and maintenance of information developed by the information holder or delivered to him, as well as provision of information or its copy by state institutions and organizations. 3.RA Government Decision No 1130-L dated August 29th, 2019 (<https://www.arlis.am/DocumentView.aspx?DocID=133737>) Based on the Government Decision No 1130-L dated August 29th, 2019, the fourth action plan of Open Government Partnership initiative for the years 2018-2020 was updated. The Government of Armenia has initiated a number of awareness raising campaigns aimed at the launch of the new OGP Action Plan and has collected proposals from public administration bodies, citizens and private sector representatives.

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

55. If yes, please provide link(s) and detail(s).

D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? *

Yes

No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

Other

58. Is the national e-government strategy guided by or aligned with the national development strategy? *

Yes

No

59. Please provide link and detail.

The digitization strategy for 2021-2025 is based on the 5-year program of the Armenian Government. In addition, the Digitization Strategy has been developed in parallel with the Public Administration Reform Strategy and is mostly aligned with the latter.

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

Yes

No

61. Please provide link and detail.

The Government actions plan for 2019-2023 which defines actions towards creation and development of electronic systems, digitization of government functions (e-justice, e-health, e-social protection, e-notification), is in line with Sustainable Development Goals. Conceived as a future electronic one-stop-shop in justice, creation of e-justice system will directly contribute to achievement of SDG 16 "Peace, Justice and strong institutions" targets, as the increase of the trust in the institutions will inevitably contribute to prevention of related risks. The development of e-health system and introduction of online social services are in line with SDG 10 "Reduced inequalities". Development of a real-time agricultural data register with the help of drone imagery and satellite, as well as usage of remote sensing technology artificial intelligence for crop growth monitoring will contribute to "Zero hunger" and "Decent work and economic growth" goals' targets.

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

63. Please provide link and detail.

The Digitization Strategy for 2021-2025 highlights sub-national level e-government development necessity, thus as there is no separate strategy for local self-government sector, they are guided by the mentioned nation level strategy. The major projects such as e-community.am, self-government bodies' business process revision, etc. are coordinated by the CIO office and are approved by the Digitization Board in order to be aligned with the strategic vision of the country's digitization.

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

65. Please provide link and detail.

Initiatives related to e-governance, e-democracy and open participatory governance in Armenia are regulated by the Open Government Partnership (OGP) Initiative - an multilateral cooperation initiative with a clearly defined agenda and commitments. The initiative seeks to achieve improved governance based on active involvement of civil society, as well as eshape the government's inclusive development agenda through increased level of transparency and accountability. In particular, the Open Government Partnership Initiative 2018-2020 program envisaged the following 11 commitments: 1."Open data" in official declarations: Improving the electronic system of declarations on property, income and affiliated persons of high-ranking officials; 2.Accountability for grants of the government: Ensuring transparency and accountability of allocation of grants from the State Budget of the Republic of Armenia ; 3.Open and public beneficial ownerships' register ; 4.Modernization of community websites: Strengthening publicity, transparency and participation at the local level ; 5.State Water Cadastre: Creation and introduction of a unified information system for water resources; 6.Ensuring public accessibility of the Land Cadastre of the Republic of Armenia; 7.Open & Social: Access to integrated social services and raising awareness; 8.Unified information system for management of education 9.Possibility of on-line listing of state guaranteed free of charge medical assistance and services for citizens living in under privileged conditions; 10.Creation of a unified electronic platform for submitting petitions ; 11Creation of Citizen feedback electronic platform for public services.

<https://www.opengovpartnership.org/documents/armenia-action-plan-2018-2020/>

<https://ogp.gov.am/en/previous-action-plans/action-plan-8> <https://www.ogp.am/en/plan/>

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

67. Please provide link and detail.

The digitization strategy of Armenia for 2021-2025 formulates the need for creation of a national data governance holistic framework. Now the collection, processing, storage, protection, access and exchange of personal and other data is regulated by different laws and other legal acts for different public organizations. Such an approach is quite complicated, often causes conflicts and confusions, thus the need for a well considered and systemized data governance approach is emphasized by the government and will be implemented during next years. The strategy highlights the need for creating regulation for state data classification and open data concept.

68. Does the national e-government strategy make specific reference to national digital identity? *

Yes

No

69. Please provide link and detail.

The digitization strategy of Armenia for 2021-2025 envisaged the importance of regulation and implementation of identification, verification and electronic signature in Armenia based on the best international practices, rules and experience. Identification and verification of identity plays a key role in provision of public services online and enables secure and reliable access to on-line functions. The main purpose is to study the experience of already introduced electronic identification and verification methods, define and apply effective technological solutions for secure authentication processes and make the technological capabilities of e-signature more accessible. In order to increase the level of usability of electronic services, for a more efficient organization of the process to access public services available online, it is planned to develop electronic IDentification, and authentication new mechanisms suitable for public, banking and other services. Considering the smart capabilities of electronic ID solutions, the Government of Armenia is implementing a convenient alternative to existing complex solutions for identification that will maintain the highest standards of security compliant with the eIDAS regulations.

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

71. Please provide link and detail.

According to Target Indicator 7 of the digitization strategy of Armenia for 2021-2025, the Government of Armenia aims to exclude the need to visit state and local self-government bodies to obtain services by 2025. State bodies and local self-government bodies will communicate with legal entities exclusively in electronic form, and with citizens - mainly in electronic form. <https://www.arlis.am/DocumentView.aspx?DocID=149957>

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

Yes

No

73. Please provide link and detail.

According to Target Indicator 8 of the digitization strategy of Armenia for 2021-2025, the Government intends to exclude cases of requesting documents and information from citizens, where such documents are already available in some electronic databases. Such rights are also ensured by the Law of information freedom.

<https://www.arlis.am/DocumentView.aspx?DocID=149957>

<https://www.arlis.am/DocumentView.aspx?DocID=1372>

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

-

76. Robotics - please provide link and detail:

-

77. Blockchains - please provide link and detail:

-

78. 5G - please provide link and detail:

-

79. Internet of Things (IoT) - please provide link and detail:

-

80. Others - please provide link and detail:

-

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

82. Please provide link and detail.

Comprehensive and enhanced partnership agreement (CEPA) between the European Union and the Republic of Armenia encourages the country starting from March 1st, 2021 to modify local legislation adapting some EU's regulations, in this regard the eIDAS standard for electronic identification, authentication and trust services.
https://ec.europa.eu/commission/presscorner/detail/en/IP_21_782

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

84. Please provide link and detail.

In recent years the Government of Armenia started to explore the benefits of a number of foresight tools as means to increase the forward-looking policy making capacity as well as the effectiveness of its future-proof decision-making in the long run. One of those tools – Edu2Work AI-powered tool aimed at navigation in the labor market was introduced in March 2020 with a foresight component embedded into the tool. The forecasting model aims at reducing the gap between education output and labour market demand through informing the policy with forward looking insights on the job market. The effectiveness of the tool will rise in value with every year that the data scarping of Armenian online platforms continues, since it will be able to forecast for longer time periods. This forecasting model supports the main beneficiary Ministries – the Ministry of Education, Science, Culture and Sport, the Ministry of Social Affairs and Labour, the Ministry of Economy and the Ministry of High Tech Industries in making evidence-based decisions with regards to the future of the labour market. It is also important to note that the tool supports students in selecting future proof professions as they make a transition to universities and universities/training centres will have an opportunity to course correct and focus on professions that are rising in demand. Another foresight tool – Alternative Scenario Development (you can find the instructions attached), was tested by the UNDP Armenia and the national and local level government counterparts – Ministry of Emergency Situations and Yerevan Municipality in 2020. The simulation was meant to prototype a complementary model of decision making in contexts of extreme uncertainty. Through this approach, participants were encouraged to maintain agility and preparedness when presented with emergencies in their respective cities. This led them to rethink institutional structures, responses and relationships in society, pointing to different ways of organizing to reduce exposure to risk and bolster resilience.

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

86. Please provide link and detail.

Armenia, in line with other countries, considers the regulatory sandboxes for major e-government projects within Euarasian Economic Union since 2019. This is done in order to

identify actual risks and possible damage from the introduction of digital solutions.
<http://www.eurasiancommission.org/en/nae/news/Pages/02-07-2019-2.aspx>

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

Yes

No

88. If yes, please provide link and detail.

According to the digitization strategy of Armenia for 2021-2025y, it is planned to develop a reward programme to promote the introduction of digital solutions in the private sector. They can be in the form of events (awards), legislative incentives, consulting programmes, as well as support for the creation of e-platforms or technologies, the use of which will obviously contribute to the development of the business. For example, a unified information platform on traffic and congestion, etc. Particular attention will be paid to programmes promoting equal opportunities, which will contribute, for example, to the involvement of disabled people in business processes or to the ensuring of the full availability of special services for disabled people or services envisaged for the general population. According to the 16th target point of the "Action plan for the digitalisation strategy of Armenia and outcome indicators" it is planned to Access to digital services for people with disabilities. 1. Discussions with NGOs dealing with issues of persons with disabilities 2. Study of the requirements for and providing opportunities to people with disabilities, including people with vision, hearing and mental impairments, to enjoy equal rights in the unified platform of public services 3. Elaboration and implementation of easily accessible solutions (Text to Speech and Speech to Text conversions, etc.). Within the framework of the Digitization strategy, it is envisaged that all government websites and electronic systems will have common standards, architecture and web accessibility solutions, which aimed at making online services accessible to people with disabilities .

89. Is there a national e-participation policy/strategy or similar? *

Yes

No

90. If yes, please provide link and detail.

A separate strategy in this area has not been developed. The issues of participatory governance and e-democracy are included in the Open Government Partnership programs.
<https://ogp.gov.am/en/previous-action-plans/action-plan-8> <https://www.ogp.am/en/plan/>

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes

No

92. If yes, please provide link and detail.

It is stipulated in the Digitalization Strategy that within the framework of the strategy, special attention should be paid to the educational programs for women for developing skills and knowledge in digital areas. It is planned that comprehensive educational programs for all ages and social groups of society will be implemented as a result of cooperation with all agencies and the business sector in order to implement the digital transformation agenda in Armenia.

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

Yes

No

94. If yes, please provide link and detail.

In recent years, there has been a tendency to create special sites for vulnerable groups, or government agencies have designated special sections for vulnerable or special groups on

their websites. Below are the electronic resources for kids 1.<https://kids.president.am/en>
With the help of the website, kids have an opportunity to take a virtual tour of the Presidential Palace, play educational games and strengthen their knowledge with the help of a quiz. 2.https://www.ombuds.am/en_us/site/activity/28 <http://children.ombuds.am/?lang=en>

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes

No

96. If yes, please provide link and detail.

The Women's Affairs Council that was operated by the Deputy Prime Minister of Armenia is established to enhance the women's status in the social, political and economic spheres and at all the levels of public governance, as well as to provide for equal rights and equal opportunities for men and women. The Council is committed to ensuring the equal participation of women and men in political and socio-economic processes and creating favourable conditions for the economic empowerment of women. As part of response to the COVID-19 pandemic, the Armenian government has taken targeted actions to mitigate the impact of the crisis on the most vulnerable groups, with particular attention to the needs of women and girls. As a leader of the "Technology and Innovation for Gender Equality" Action Coalition of the "Generation Equality" Forum, the Government utilizes modern technologies to promote gender equality. <https://www.arlis.am/documentview.aspx?docid=150643>

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes

No

98. If yes, please provide link and detail.

1. In accordance with Armenia's Digitalization Strategy the following actions will be implemented: • Introduction of advanced courses in the field of digitalization in the General education system. That means the vulnerable groups, such as girls, students with special

educational needs, disabled students, minorities will be included in those educational programs as well • The development of digital skills of vulnerable groups will become a potential way to develop social inclusion and skills needing for work. • Interactive digital skills courses will also be organized for adults and for those who do not have advanced technological skills in e-service centres. RA Government Decision No 183-L, dated February 11th, 2021: <https://www.arlis.am/DocumentView.aspx?docID=149957>. 2. Within the support of the United Nations Development Program the Government of Armenia is implementing actions towards empowerment of women, youth and children for deepening democracy in Armenia. The project aims to build on the unique momentum of the emerged citizenry and to nudge new quality and value of participatory governance - the right of every woman and man, as well as marginalized groups, to participate in the democratic decision-making process both at local and national levels, towards good governance and equitable development.

99. Does the Government use any social media platform(s)? *

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

The Prime Minister Pashinyan, Deputy Prime Minister Avinyan, Office to the Prime Minister, almost all ministers and ministries, state and local self-government bodies have pages on the following social networks: 1. Facebook 2. Twitter Facebook and Twitter are mainly used for information purposes. Additionally, some high ranking officials use social media for consultations as well. Several cases were recorded, when the Prime Minister asked to pose questions in comments of a post and the most popular questions were answered on live session.

101. Please include any guidelines for government officials/institutions on the use of social media.

Communication with the citizens has become quite common via social media channels and currently discussions are held in order to legally establish principles of usage of social media by state entities.

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

Yes

No

103. If yes, please provide link (URL) and detail.

There are several unified platforms that serve as tools for inclusion of population in policy decision making thus ensuring that the voice of all concerned parties is heard and proper dialogue between the state and the citizens is in place. One of them is the portal for publication of legal acts' drafts (e-draft.am), where the registered users can leave comments on any draft legal act before its adoption. The regulation requires that all of the comments should be answered and published. The platform for electronic petitions (e-petition.am) provides an opportunity to submit a petition, publicly join the petition, as well as view the official resolution by the responsible state entity. The platform for online requests(e-request.am) where users submit online applications, requests and complaints to state authorities and receive an online answer within the specified timeframe. The platform promotes access to freedom of information, saving time and resources for both the state and citizens, and making the relationships with state bodies more informative and simple.

F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? *

Yes

No

105. If yes, please provide link and detail.

Newly launched Citizen Feedback system (www.gnahatir.am) electronically receives and analyzes data concerning citizen satisfaction with all services rendered by state bodies. The system helps automate the circulation of information related to services rendered and make

it accessible both for the state and the citizens. The continuous availability of information on the quality of services will enable the state and the public to quickly intervene and handle most argued and problematic areas. The system allows citizens to evaluate any service provided by the state by means of filling out an online questionnaire. Data on services provided by three government agencies is already integrated into the platform. All state and community services will be integrated into this system stepwise.

106. Does the Government measure user satisfaction of e-government services? *

Yes

No

107. If yes, please provide link and detail.

One of the steps taken towards optimizing public administration practices was the creation of Citizen feedback platform, which aims at collecting and analyzing data on citizen satisfaction with all services rendered by state bodies. The feedback is collected via different channels: sms, e-mail, phone calls. The citizens are sent the link to a website, where they assess the quality of the service they received by answering questions and leaving comments if there are any. Before the deployment of the platform, user feedback was restricted to complaints and reporting of problems by the citizens with no central coordination tool. Introduction of the system enables central monitoring of administrative service delivery performance. The system has already been launched and services provided by the several ministries are available for assessment by those citizens, who have received the service.

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? *

Yes

No

109. If yes, please provide link (URL) and detail.

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

Setting Govtech development as one of the priorities of the Government led to establishment of multidimensional cooperation within various forms and frameworks. Comprehensive and enhanced partnership agreement (CEPA) between the European Union and the European Atomic Energy Community and their Member States, of the one part, and the Republic of Armenia, addresses cooperation in the field of information society with a separate section. As a full member of the Council of Europe, Armenia has implemented a few joint e-government focused projects in the scope of judicial reforms, such as establishing an e-probation management information system, modernization of the website of the Constitutional Court, etc. With support of EU, in scope of EU4Armenia project, one stop shop solution at border crossing is established. 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. Armenia is engaged in almost all digital large-scale initiatives, such as "Job without borders" that enables online job search on government guaranteed vacancies and verifies the potential employees for their proficiency within the EEU member countries. Platforms for G2G online cooperation in various fields of economy, such as tax services, customs, health sector, are in process of implementation. In the framework of The Commonwealth of Independent States (CIS), sectoral cooperation in field of digital technologies is established. Within the scope of Eastern Partnership "Harmonization of Digital Markets" panel Armenia took part in e-delivery and e-commerce cross border pilot projects. The essence of e-delivery pilot is the cross border exchange of standardised invoice data via the eDelivery channel. This pilot is a stepping stone to ensuring the secure, reliable, affordable and effective exchange of cross-border invoice data between Eastern partner countries and with the EU. The exchange of paper-based invoices with cross-border partners takes up to 10 working days, whereas via eDelivery it takes seconds. The eCommerce pilot was launched in May-June 2021, when SME from Armenia placed its goods for sale in Germany's eBay and after purchase automatically exchanged product data with delivery operators and customs. Several large GovTech solutions are already being successfully implemented and others are at an advanced stage of planning for implementation within the Public Sector Modernization Program supported by the World Bank (establishment of Citizen Feedback Platform, GovID smartphone based e-signature and e-identification solution, Civil Service information management system, system for electronic verification of government issued documents, e-notifications system, e-legal acts management system, the website for online whistleblowing, cybersecurity comprehensive system, etc.) The "Good Governance Program South Caucasus" implemented by GIZ in partnership with the Ministry of Territorial Administration and Infrastructure aims at developing e-governance and online 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 Infrastructure. Cooperation with USAID/Armenia Support Initiative, contributed to creation of online tools to book meetings with public officials, reserving time slots for public service delivery, modernization of government server infrastructure, inventory of public services and development of recommendations towards their improvement, etc.

111. Please provide any other information related to e-government development in your country. *

There is a big number of "in process" activities that are aimed at the development of e-government in Armenia. The following are the major projects with relatively close deadlines: 1. Currently the business processes of more than 300 most popular public services (on both national and subnational levels) are being analyzed in order to fix the "as it is" state and to provide optimized and ready to digitize "as it should be" offers. 2. The most popular 40 services are being digitized to be accessible on a centralized e-gov.am platform. 3. The concept of National Digital ID is being formulated to be applicable for all spheres of digital services provision - public and banking services, digital commerce etc. 4. The new and easy to use identification solution for smartphones (GovID) is being developed and to be introduced in the first quarter of 2022. The implementation of the new ID solution promises intensive increase of public e-services consumption. 5. The big reform of electronic notifications for citizens and businesses is in the active development stage. The recommendations on the required legislative changes will be presented to the government till the end of 2021, while the software will be ready in the first quarter of 2022. The main aim of the reform is to move state notifications to digital channels and to a large extent to avoid paper mails. 6. The new system of state issued documents verification is in the final testing stage and will be presented to the society by the end of June 2021. The system will allow public organizations to provide certificates, diplomas, references and other documents in a digital format, which will contain a QR and a special verification code allowing to verify validity and content of the document through e-verify.am platform. 7. The State revenue committee has initiated large projects aimed at facilitating tax collection and processing management. Electronic systems for self declaration of revenues via mobile application, tax refunds processing system (expected to roll out by 2022), which would make it possible to apply for tax refunds and get the decision immediately, systems that automate business processes related to import/export of goods, etc. Taking into account the availability of big data collected by the committee, progress has been made in automated decision making.

Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes

No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)
