

Respondent

< 90 Anonymous >

72:37
Time to complete

1. Country name *

Azerbaijan

Contact information

2. Your name *

Soltan Bayramov

3. Title *

Head of Partner Relations and Communications Department

4. Organization *

"E-Gov Development Center" public legal entity

5. Email *

s.e.bayramov@asan.gov.az

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.

E-Government portal based on the "single window" principle. <https://www.e-gov.az/en>
MyGov <http://my.gov.az/> • New portal based on data-driven and predictive e-government concept, acting as citizens' Personal Cabinet (Account) and reflecting citizens' needs in real-time; • Single-Sign-On system (ASAN Login); * All the services provided on the e-Gov portal are being integrated to the MyGov system. For more information, please visit: <https://www.digital.gov.az/en/projects/our-projects/mygov-en>

8. Please provide link(s) for portal(s) providing following services/features:
- E-services or similar *

E-Government portal <https://www.e-gov.az/en/services> Statistics (14.06.2021): • 432 e-services by 38 institutions; • More than 184+ mln. number of uses since launching; • More than 1.3+ mln. registered users. MyGov <http://my.gov.az/> Statistics (14.06.2021): • 710 e-services by 18 integrated institutions; • 18 types of service notifications; • 4 integrated portals; • More than 17.5+ mln. number of uses since launching; • More than 552.000+ registered users.

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

- E-participation or similar *

• ASAN appeal information system (AMIS) - information system, which ensures that complaints related to public utilities, roads and transport problems, real-time repair works, landscaping and cleaning of infrastructure are sent to the relevant government entities by marking them on the electronic map and tracking the results of consideration of those complaints
 o Android – <https://play.google.com/store/apps/details?id=az.asan.asanapply>
 o IOS – <https://apps.apple.com/az/app/asan-m%C3%BCraci%C9%99t/id1561571608>
 • MyGov <http://my.gov.az/> MyGov, which is a personal electronic cabinet (account), includes feedback and suggestions sections, where users can share their thoughts, comments, complaints and other relevant information serving to measure user satisfaction and overall improvements related to the portal;
 • Digital Executive Power Portal (e – participation) The State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan has begun work on the formation of a regional digital government. The ultimate goal of building a regional digital government is to increase agility in the decision-making process, provide access to services from a single location, save time for citizens, facilitate the application process, as well as ensure agility and efficiency in activities of local executive powers. <https://rih.gov.az/e-participation/list>
 • Electronic appeal portal of Shamakhi District Executive Power <https://e-qebul.az/>
 • Surveys conducted by the Ministry of Education of the Republic of Azerbaijan
 o Organization of education during the pandemic
<https://www.facebook.com/AmrullayevEmin/posts/267984521668691>
<https://www.facebook.com/AmrullayevEmin/posts/269275928206217>
 o Summer School
<https://www.facebook.com/AmrullayevEmin/posts/310651897401953>

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

- Open government data

According to the “Law on Access to Information” of the Republic of Azerbaijan, all the state institutions are required to disclose their information and data sets publicly:
 • Open Data Portal of the Republic of Azerbaijan <https://www.opendata.az/en>
 □ Collection of information provided from 42 state agencies

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

- Public procurement

e-Procurement Portal <https://etender.gov.az/> Statistics (07.05.2021)
 • Electronic procurement – 6875
 • Procuring entities – 1871
 • Concluded contracts – 11292

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

- Others (if any)

• "Licenses and Permits" portal (Ministry of Economy of the Republic of Azerbaijan) <https://lisenziya.gov.az/> • e – tax services portal (State Tax Service under the Ministry of Economy of the Republic of Azerbaijan) <https://www.e-taxes.gov.az/> • Digital Executive Power Portal <http://rih.gov.az/> • e – Agriculture Information System (Ministry of Agriculture of the Republic of Azerbaijan) <https://eagro.az/> • Unified e – portal of Social services (Ministry of Labour and Social Protection of Population of the Republic of Azerbaijan) <https://e-sosial.az/#/index> • e – Services Portal (Ministry of Ecology and Natural Resources of the Republic of Azerbaijan) <https://e-xidmet.eco.gov.az/> • e – Services Portal (Ministry of Economy of the Republic of Azerbaijan) <https://e-services.economy.gov.az/> • e – Services Portal (State Service on Property Issues under the Ministry of Economy of the Republic of Azerbaijan) <https://e-emlak.gov.az/> • e – health services portal (Ministry of Health of the Republic of Azerbaijan) <http://e-sehiyye.gov.az/> • e – Services (Ministry of Finance of the Republic of Azerbaijan) <http://www.maliyye.gov.az/en/static/19/electronic-services> • Public services (Ministry of Justice of the Republic of Azerbaijan) <https://exidmet.justice.gov.az:8284/> • Unified Judicial portal of the Republic of Azerbaijan (Judicial-Legal Council of Republic of Azerbaijan <https://courts.gov.az/en/> <https://e-mehkeme.gov.az/Public/Cases> • Unified electronic database of Legislative Acts (Ministry of Justice of the Republic of Azerbaijan) <http://e-qanun.az/> • Single Information Register for Entrepreneurial Inspections (Ministry of Justice of the Republic of Azerbaijan) <http://yoxlama.gov.az/Login/Index?ReturnUrl=%2f> • e – Services (Ministry of Transport, Communications and High Technologies of the Republic of Azerbaijan) <https://mincom.gov.az/en/view/pages/8/> • e – Services (State Customs Committee of the Republic of Azerbaijan) <https://customs.gov.az/en/e-xidmetler/> • "e – Services" Portal (State Migration Service of the Republic of Azerbaijan) <https://eservice.migration.gov.az/> • "Single window" electronic service Portal (State Committee on Urban Planning and Architecture) <https://birpencere.arxkom.gov.az/> • State Examination Center <http://dim.gov.az/en/> • Electronic Services Portal (Central Bank of the Republic of Azerbaijan) <https://e-cbar.az/> • Government Payment Portal (Central Bank of the Republic of Azerbaijan) <https://gpp.az/> • Azerbaijan Statistical Information Service (State Statistical Committee of the Republic of Azerbaijan) <https://www.azstat.org/portal/> • Digital Trade Hub (Center for Analysis of Economic Reforms and Communication) <https://azexport.az/> • e – Services (The State Agency on Mandatory Health Insurance) <https://its.gov.az/page/e-services-2> • Single information resource of "One-Stop Shop" service center (State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan) <https://asan.gov.az/en> • Official Electronic Visa Portal ("ASAN Viza") <https://evisa.gov.az/en/> • "AsanPay" System <https://www.asanpay.az/> • "Affordable Houses" Portal (State Housing Development Agency of the Republic of Azerbaijan) <https://mida.gov.az/en/>

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. *

- Department of Economic Issues and Innovative Development Policy of the Presidential Administration of the Republic of Azerbaijan <https://en.president.az/administration/structure>
- State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan <http://vxsida.gov.az/en>
- E- Government Development Center of State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan <http://digital.gov.az/en>

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 *

Jeyhun Salmanov

16. Title *

Deputy Chairman of the State Agency, Head of the E-Government Executive Board

17. Organization *

The State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan

18. Email *

c.salmanov@asan.gov.az

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.

On approval of the "rules of formalization, implementation, integration and archiving of State Information and systems" and some measures related to e-government. <http://www.e-qanun.az/framework/40020> An e-Government Executive Group consisting of employees of relevant government agencies has been established to apply a unified approach and standards in the field of formation, management and mutual integration of state information resources and systems, to accelerate the transition to digital government and to ensure effective coordination. The Executive Group includes heads of information technology departments of about 60 government agencies. <http://vxsida.gov.az/az/search?q=%C4%B0cra+qrupu>

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 Economy of the Republic of Azerbaijan <https://www.economy.gov.az/en/> • The Small and Medium Business (SMB) Development Agency of the Republic of Azerbaijan <https://smb.gov.az/en/>

22. Education *

• Ministry of Education of the Republic of Azerbaijan <https://edu.gov.az/en/> • State Examination Center <http://dim.gov.az/en/>

23. Health *

• Ministry of Health of the Republic of Azerbaijan <http://www.health.gov.az/> • The State Agency on Mandatory Health Insurance <https://its.gov.az/>

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

• Ministry of Labor and Social Protection of Population of the Republic of Azerbaijan <https://www.sosial.gov.az/en/> <http://e-sosial.az/> • Agency for Sustainable and Operative Social Provision (DOST Agency) of the Republic of Azerbaijan <http://dost.gov.az/en/> • State Employment Agency <https://www.dma.gov.az/>

25. Employment and Labour *

• Ministry of Labor and Social Protection of Population of the Republic of Azerbaijan <https://www.sosial.gov.az/en/> <http://e-sosial.az/>

26. Environment *

• The Ministry of Ecology and Natural Resources of the Republic of Azerbaijan <http://eco.gov.az/>

27. Justice *

• Ministry of Justice of the Republic of Azerbaijan <https://justice.gov.az/> • Electronic Judicial Portal <https://e-mehkeme.gov.az/Public/Cases>

28. Economy/finance *

• Ministry of Economy of the Republic of Azerbaijan <https://www.economy.gov.az/en/> • Ministry of Finance of Republic of Azerbaijan <http://www.maliyye.gov.az/en> • Financial Monitoring Service of the Republic of Azerbaijan <http://www.fiu.az/eng/>

29. Industry/trade *

• Ministry of Economy of the Republic of Azerbaijan <https://www.economy.gov.az/en/> • Ministry of Finance of Republic of Azerbaijan <http://www.maliyye.gov.az/en> • Central Bank of Azerbaijan <https://www.cbar.az/>

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? *

• The Coronavirus Response Fund (Operational Headquarters under the Cabinet of Ministers of the Republic of Azerbaijan) <https://koronavirusinfo.az/az> • "Management Union of Medical Territorial Units" Public Legal entity <https://its.gov.az/> • "The System of Obtaining and Monitoring Permissions during the Implementation of Special Quarantine Regime"

(Regulation of the activities of the institutions during the Special Quarantine Regime (issuance of permits for the activities of the institutions and their employees, obtaining permits for festive events during the pandemic, etc.) <https://icaze.e-gov.az/Login> • "E-Təbib" mobile application "E-Təbib" is a mobile application that helps reduce the spread of coronavirus. With this application, you will be notified if people around you are potential carriers of the virus when you are in public places. If you accidentally come in contact with a carrier of the infection (for example: in a queue, in a store, etc.), you will be notified and invited to a laboratory test. "E-Təbib" works on the basis of Bluetooth technology, communicates with other users of the application nearby. With the help of the application, it is possible to contact the Anti-Coronavirus Hotline with one touch, get statistics and relevant assistance, as well as receive various notifications and news.

<https://play.google.com/store/apps/details?id=az.gov.etabib>

<https://koronavirusinfo.az/en/page/haqqimizda/e-tebib-mobil-tetbiqini-yukleyin> 8103 - SMS permission system - for obtaining individual permissions to leave the houses in necessary cases during the special quarantine regime. To obtain a permit to leave the house, citizens send a special code and the serial number of the ID card to the short number 8103 from their mobile phones, indicating the purpose of the permit.

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.

Decree of the President of the Republic of Azerbaijan "On a number of issues related to the application of the Law of the Republic of Azerbaijan "On the State Budget of the Republic of Azerbaijan for 2021" Baku, 30.12.2020 <http://www.e-qanun.az/framework/46614> (Article № 1.12.4.2.9)

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.

• Decree of the President of the Republic of Azerbaijan on measures to protect the health of the population and strengthen the fight against coronavirus infection in the Republic of Azerbaijan <https://president.az/articles/36216> • Order of the President of the Republic of Azerbaijan on the allocation of funds to improve the provision of microcredits to agricultural producers in the context of the coronavirus pandemic and in the subsequent period (14. April. 2020) <https://president.az/articles/36524> • Order of the President of the Republic of Azerbaijan on strengthening the social protection of employees participating in the provision of social services during the special quarantine regime (14. April. 2020) <https://president.az/articles/36518> • Order of the President of the Republic of Azerbaijan on allocation of funds for the supply of necessary medical equipment and other medical devices within the framework of health measures implemented in the Republic of Azerbaijan against the coronavirus pandemic (09. April. 2020) <https://president.az/articles/36384> • Order of the President of the Republic of Azerbaijan on additional measures to strengthen the fight against the coronavirus pandemic (07. April. 2020) <https://president.az/articles/36349> • Order of the President of the Republic of Azerbaijan on a number of measures to reduce the negative impact of the coronavirus (COVID-19) pandemic and, consequently, sharp fluctuations in world energy and stock markets on the economy of the Republic of Azerbaijan, macroeconomic stability, employment and entrepreneurship (19. March. 2020) <https://president.az/articles/36228> • Resolution of the Cabinet of Ministers of the Republic of Azerbaijan on regulation of the work regime during the special quarantine period in the territory of the Republic of Azerbaijan The decision of the Cabinet of Ministers determines that persons operating in the public sector may work in their own homes during the pandemic period, as well as in the form of remote work or telework. <http://e-qanun.az/framework/44831>

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.

Law of the Republic of Azerbaijan "On freedom of information" Baku, 19.06.1998 <http://e-qanun.az/framework/3420>

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

Yes

No

39. If yes, please provide link and detail.

• Law of the Republic of Azerbaijan "On personal data" Baku, 11.05.2010 <http://www.e-qanun.az/framework/19675> • Law of the Republic of Azerbaijan "About trade secret" Baku, 04.12.2001 <http://www.e-qanun.az/framework/2861> • Law of the Republic of Azerbaijan "About the state secret" Baku, 07.09.2004 <http://e-qanun.az/framework/5526>

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

Yes

No

41. If yes, please provide link and detail.

• Law of the Republic of Azerbaijan on approval of Convention on "Cybercrime" Baku, 30.09.2009 <http://www.e-qanun.az/framework/18619> • Law of the Republic of Azerbaijan "On Information, informatization and protection of information" Baku, 03.04.1998 <http://www.e-qanun.az/framework/3525>

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

Yes

No

43. If yes, please provide link and detail.

• Law of the Republic of Azerbaijan "On electronic signature and electronic document" Baku, 09.03.2004 <http://www.e-qanun.az/framework/5916> • Law of the Republic of Azerbaijan "About Biometric Information" Baku, 13.06.2008 <http://www.e-qanun.az/framework/15144> • Decree No. 893 of the President of the Republic of Azerbaijan on approval of " On additional measures related to the application of the new generation ID card in the Republic of Azerbaijan" Baku, 28.10.2014 <http://www.e-qanun.az/framework/28818>

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

Yes

No

45. If yes, please provide link and detail.

Law of the Republic of Azerbaijan "On electronic signature and electronic document" Baku, 09.03.2004 <http://www.e-qanun.az/framework/5916>

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

Yes

No

47. If yes, please provide link and detail.

• Law of the Republic of Azerbaijan "About public procurements" Baku, 27.12.2001 <http://e-qanun.az/framework/1029> • Decree of the President of the Republic of Azerbaijan "On approval of the Regulations on the Single Internet Portal of Public Procurement" Baku, 16.04.2019 <http://www.e-qanun.az/framework/42007>

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.

• Law of the Republic of Azerbaijan "on Budget System" Baku, 02.07.2002 <http://e-qanun.az/framework/1126> (14th Article) • Amendments to the Law of the Republic of Azerbaijan "On State Budget of the Republic of Azerbaijan for 2020" Baku, 07.08.2020 <http://www.e-qanun.az/framework/45672> • Law of the Republic of Azerbaijan "On right to obtain Information" Baku, 30.09.2005 <http://www.e-qanun.az/framework/11142>

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.

Decree No. 263 of the President of the Republic of Azerbaijan on approval of "Rules for the Formation, Implementation, Integration and Archiving of State Information Resources and Systems" and some measures related to e-Government Baku, 12.09.2018 <http://www.e-qanun.az/framework/40020>

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

Yes

No

53. If yes, please provide link and detail.

Law of the Republic of Azerbaijan "On right to obtain Information" Baku, 30.09.2005 <http://www.e-qanun.az/framework/11142>

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).

Order of the President of the Republic of Azerbaijan on approval of "Azerbaijan 2030: National Priorities for Socio-Economic Development" Baku, 02.02.2021 <http://e-qanun.az/framework/46813>

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.

Order No. 359 of the President of the Republic of Azerbaijan of 2nd April 2014 on approval of "National Strategy for the Development of Information Society in the Republic of Azerbaijan for 2014-2020" <http://www.e-qanun.az/framework/27456>

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.

"Strategic Road Map on Development of Telecommunication and Information Technologies in the Republic of Azerbaijan" has been approved by Decree of the President of the Republic of Azerbaijan of December 6, 2016. The Strategic Roadmap has been developed to increase the capacity of ICT in the country, to improve the ICT infrastructure for economic digitization, to effectively meet the demand for ICT services using internal sources, and to increase the effectiveness of ICT in the public sector. The Strategic Roadmap consists of a strategic vision and action plan up to 2020, a long-term vision for the period up to 2025 and a target view for the post-2025 period, covering short, medium and long-term periods. With Strategic Road Map 3 strategic targets and 10 priorities to achieve the targets up to 2020 have been identified. Link: <http://www.e-qanun.az/framework/34254> The State Statistical Committee has been assigned responsibility to produce statistical data and metadata for the Sustainable Development Goals indicators³⁸; developing the indicators, including environmental indicators; defining new data sources; sharing information, and quality control and data checking. <https://www.azstat.org/MetaDataG/>

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.

Decree No. 1885 of the President of the Republic of Azerbaijan of 14th March 2018 on the development of electronic government and transition to digital government <http://www.e-qanun.az/framework/38229>

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.

Decree No. 1 of the Prime Minister of the Republic of Azerbaijan of 7th January 2020 on the "Requirements for the creation and management of Internet information resources of government agencies" <http://e-qanun.az/framework/44138> • Requirements for accessibility of Internet information resources for people with disabilities o Text alternatives for non-textual content, transcripts for audio and video content, subtitles, use of large fonts, font selection, colour management, character spacing should be provided; o the creation of a time management function, providing users with sufficient time to read and use the content, the ability to control processes from the keyboard, the function of deactivating animated images, the content should be clear and consistent; o readable and understandable language (style) should be used;

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.

Decree No. 263 of the President of the Republic of Azerbaijan of 12 September 2018 on approval of "Rules for the Formation, Implementation, Integration and Archiving of State Information Resources and Systems" and some measures related to e-Government
<http://www.e-qanun.az/framework/40020>

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

Yes

No

69. Please provide link and detail.

<http://e-imza.az/en>

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.

Decree No. 263 of the President of the Republic of Azerbaijan on approval of "Rules for the Formation, Implementation, Integration and Archiving of State Information Resources and Systems" and some measures related to e-Government Baku, 12.09.2018 <http://www.e-qanun.az/framework/40020>

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.

Decree No. 263 of the President of the Republic of Azerbaijan on approval of "Rules for the Formation, Implementation, Integration and Archiving of State Information Resources and Systems" and some measures related to e-Government Baku, 12.09.2018 <http://www.e-qanun.az/framework/40020>

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:

Action Plan for Transition to Digital Government was prepared in accord with Article No 1.8 of Decree on Electronic Government Development and Transition to Digital Government dated March 14, 2018 and introduced to the government. Action Plan defines specific references for transition to Digital Government. The Action Plan covers specific sections such as "Improving the organization and delivery of public services", "Building a digital government infrastructure", "Security and personal data protection", "Capacity building", "International cooperation", "Promotion of Digital Government" . • In the section of "Improving the organization and delivery of public services" "digital-first principle", "digital by default principle", "once-only (data) principle" have been emphasized. • In the section of "Promotion of Digital Government capabilities" 'leave no one behind' principle have been emphasized and section has specific references to e-participation and digital engagement. • In the section of "Building a digital government infrastructure" "the use of new technologies such as artificial intelligence, blockchain, big data, IoT, Artificial intelligence and etc have been emphasized. It is currently under the review and expected to be adopted by the government soon.

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.

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.

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.

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.

Order No. 359 of the President of the Republic of Azerbaijan of 2nd April 2014 on approval of "National Strategy for the Development of Information Society in the Republic of Azerbaijan for 2014-2020" <http://www.e-qanun.az/framework/27456> Order No. 2345 of the President of the Republic of Azerbaijan of 2nd April 2014 on approval of "State Program for the implementation of the National Strategy for the Development of the Information Society in the Republic of Azerbaijan for 2016-2020" <http://www.e-qanun.az/framework/33717> Decree No. 1 of the Prime Minister of the Republic of Azerbaijan of 7th January 2020 on the "Requirements for the creation and management of Internet information resources of government agencies" <http://e-qanun.az/framework/44138> • Requirements for accessibility of Internet information resources for people with disabilities o Text alternatives for non-textual content, transcripts for audio and video content, subtitles, use of large fonts, font selection, colour management, character spacing should be provided; o the creation of a time management function, providing users with sufficient time to read and use the content, the ability to control processes from the keyboard, the function of deactivating animated images, the content should be clear and consistent; readable and understandable language (style) should be used;

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

Yes

No

90. If yes, please provide link and detail.

Decree No. 816 of the President of the Republic of Azerbaijan on approval of "LAW OF THE REPUBLIC OF AZERBAIJAN ON PUBLIC PARTICIPATION" <http://www.e-qanun.az/framework/26879>

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.

Decree No. 258 of the President of the Republic of Azerbaijan on approval of "On expanding the use of e-services in the field of labor, employment, social protection and social security" <http://www.e-qanun.az/framework/39919> Decree No. 1203 of the President of the Republic of Azerbaijan on approval of "On establishment of the Support Fund for Provision of the Wounded and Martyrs' Families in connection with the protection of the territorial integrity of the Republic of Azerbaijan ("YASHAT" Fund)" <http://www.e-qanun.az/framework/46420>

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.

Social services for different groups include employment and job search, benefits and pensions, social assistance, etc. <https://e-sosial.az/> <https://yashat.gov.az/>

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.

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.

One of the main activities of the Small and Medium Business (SMB) Development Agency of the Republic of Azerbaijan is to build digital literacy for the development of women's entrepreneurship and take the necessary measures in this area.
<https://smb.gov.az/en/nav/development-of-womens-entrepreneurship>

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

Central executive authorities actively participate in social media and inform users about their activities through social media (Facebook, Instagram, Twitter, Youtube, Telegram and etc).
Examples: • The President of the Republic of Azerbaijan
<https://www.facebook.com/PresidentIlhamAliyev/> <https://twitter.com/presidentaz> • The Cabinet of Ministers of the Republic of Azerbaijan <https://twitter.com/AzerbaijanNK> • The State Agency for Public Service and Social Innovation under the President of the Republic of Azerbaijan <https://www.facebook.com/vxsida/> • The Ministry of Economy of the Republic of Azerbaijan <https://www.facebook.com/economy.gov.az/> • The Ministry of Finance of the Republic of Azerbaijan <https://www.instagram.com/maliyyegovaz/> • The Ministry of Foreign Affairs of the Republic of Azerbaijan <https://www.facebook.com/MFAAzerbaijan> • The Ministry of Justice of the Republic of Azerbaijan <https://www.facebook.com/justice.gov.az/> • The Ministry of Labour and Social Protection of Population of the Republic of Azerbaijan <https://www.facebook.com/sosial.gov.az> • The Ministry of Education of the Republic of Azerbaijan <https://www.facebook.com/tehsil.gov.az> • The Ministry of Transport, Communications and High Technologies of the Republic of Azerbaijan <https://www.facebook.com/mincomazerbaijan/> • The Ministry of Internal Affairs of the Republic of Azerbaijan <https://www.facebook.com/polisazerbaycan> • The Ministry of Defense of the Republic of Azerbaijan <https://www.facebook.com/wwwmodgovaz> • The Ministry of Health of the Republic of Azerbaijan <https://www.facebook.com/sehiyyegovaz> • The Ministry

of Agriculture of the Republic of Azerbaijan <https://www.facebook.com/agro.gov.az> • The State Tax Service under the Ministry of Economy of the Republic of Azerbaijan <https://www.facebook.com/vergiler> • The State Examination Center of the Republic of Azerbaijan <https://www.facebook.com/stateexamcenter> • The State Customs Committee of the Republic of Azerbaijan <https://www.facebook.com/azgomruk> • The State Committee on Property Issues (SCPI) of the Republic of Azerbaijan <https://www.facebook.com/emlakxidmeti/> • The State Agency for Public Services and Social Innovations under the President of the Republic of Azerbaijan <https://www.facebook.com/asanxidmat> • "E-GOV Development Center" public legal entity o Facebook: <https://www.facebook.com/digital.gov.az/> <https://www.facebook.com/egov.az/> <https://www.facebook.com/eVisaAzerbaijanAsan/> o Instagram: <https://www.instagram.com/egov.az/> <https://www.instagram.com/asanevisa/> o LinkedIn: <https://www.linkedin.com/company/digitalgovaz> <https://www.linkedin.com/company/egov-az> o Twitter: <https://twitter.com/AzerbaijanEgov> <https://twitter.com/asanvisa> o YouTube: <https://www.youtube.com/channel/UCNCoaK0OHt4zqNd6j44zVcA> • ABAD (Simplified Support to Family Businesses) Center <https://www.facebook.com/ABADmerkez/> • INNOLAND Incubation & Acceleration Center <https://www.facebook.com/innolandaz/> • Innovations Center <https://www.facebook.com/icenter.az/> • Sustainable and Operative Social Security Agency (DOST) https://www.facebook.com/dost.agentliyi/?ref=br_rs • Center for Analysis of Economic Reforms and Communication <https://twitter.com/iqtisadiislahat>

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

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.

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.

• Statistical information on the use of electronic services by the State Statistical Committee is formally collected from all state agencies and submitted to everyone on request • The State Statistical Committee of the Republic of Azerbaijan <https://www.stat.gov.az/> Statistical information is collected and open to everyone in the "Electronic Services" section of the state bodies official web sites. • State Committee on Property Issues of the Republic of Azerbaijan <https://e-emlak.gov.az/Home/Statistics> □ Statistical indicators of electronic services • State Tax Service under the Ministry of Economy of the Republic of Azerbaijan <https://www.taxes.gov.az/az/page/statistika-hesabat> □ Statistics – Report • DOST - Agency for Sustainable and Operational Social Security <http://dost.gov.az/en/statistics> □ Statistics Information • YASHAT Foundation <https://yashat.gov.az/report/tableau> □ Reports • The Coronavirus Response Fund (Operational Headquarters under the Cabinet of Ministers of the Republic of Azerbaijan) <https://koronavirusinfo.az/az/page/statistika/azerbaycanda-cari-veziyyet> □ Current situation in Azerbaijan

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

Yes

No

107. If yes, please provide link and detail.

E-governent services are evaluated with 3 different methods including measuring satisfaction of e-Government services: E-government services provided by the public authorities are evaluated on yearly basis by the State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan. Evaluation of e-services is carried out in three main stages: 1. data collection; 2. Systematization, verification and analysis of collected data; 3. Preparation of references and reports. Final documents reflecting the outcome of the evaluation are sent to the relevant organizations. At the same time, the results of the annual assessment are publicly disclosed. Link:

<http://vxside.gov.az/az/page/hesabat-elektron-xidmetlerin-teskili> The assessment of public services (both online and offline) is carried out by the State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan. The purpose of the assessment is: • Ensuring public services are delivered to citizens without consuming time; • Ensuring transparency in providing public services; • Development of public service control and complaint mechanisms; • Improving the efficiency and quality of public services; • Accelerating the process of public service digitization. Final document reflecting the outcome of evaluation results is sent to service providers by September of each year and "ASAN service index" results are published online. Link: <http://dxr.az/asan-index> Link: <http://dxr.az/asan-index/butun-xidmetler> At the same time, the ASAN service index is established for involving citizens to assessment processes of public services. Citizens assess services with answering questions on Surveys about "Compliance to requirements", "Satisfaction", "Effectiveness" and "Digitalization" and others. Link: http://dxr.az/asan-index/public-assessment/voting?structure=26A0CB12-5A60-C311-BF0D-6C3BE51E53F1&service=AC00CB2F-B348-4CA8-A8CC-477068286574&assessment_type=1

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.

<https://www.digital.gov.az/digitalazerbaijan/en/surveys>

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) *

• South Korea • Turkey • United Kingdom

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

• "Artificial Intelligence in Digital Governance" (AIFORDIGIGOV) - The main purpose of the international conference "AIFORDIGIGOV" is to accelerate the application of artificial intelligence-based technologies in Azerbaijan, to get acquainted with the experience of other countries, to identify new challenges and perspectives, to educate the public about the artificial intelligence ecosystem, to increase the interest in this field in the country, to promote, transmission of messages to future generations in the choice of profession. <https://www.digital.gov.az/en/media/press/reqemsal-idareetmede-suni-intellekt-movzusunda-beynelxalq-konfrans-basa-catib> • "500 ASAN STARTUP PROGRAM" - A virtual program designed to support aspiring entrepreneurs in Azerbaijan over 21 weeks of world-class programming and mentorship. This program is designed specifically for innovative Azerbaijani entrepreneurs looking to find fellow co-founders and launch a startup with confidence. The program will be offered at no cost to founders and will be entirely virtual. <https://ecosystems.500.co/azerbaijan500asan> • ASAN Login <https://asanlogin.my.gov.az/auth> "ASAN Login" is a single sign in system providing the use of digital services in a more convenient form. "ASAN Login" is a central authentication and authorization system for various systems (web, mobile) developed on the basis of latest technologies (microservice architecture). Being one of the essential component of the new e-Gov infrastructure, this system enables users to log in to all other integrated systems through the single point registration. As a result, creation of different user identities of the same person in several systems is avoided. Furthermore, the system enables citizens to manage user authorization from the single center. Moreover "ASAN Login" Single Sign-in System has the ability to record video based on innovative solutions such as voice and feedback. The video recording feature was created to further expand the accessibility of the "ASAN Login" system for citizens and the use of e-services. Statistics (14.06.2021): o Number of registrations – 2+ mln. o Number of institutions – 28 o Number of systems - 59 • "ASAN Bridge" integration system The concept of digital and modern government requires the effective management of large amounts of data. Each government agency stores and manages its own information. However, it should be borne in mind that in order to better serve the citizens, the various agencies must constantly transmit the necessary information to each other and do so safely and quickly. Information exchange tool ASAN Bridge System, as an integrated module of the e-Government Information System (EHIS), provides coordination of government information resources and systems, as well as the stable and secure exchange of information between those resources and systems. • "Towards Digital Journalism" program The main goal of the program is to inform the media about trends in e-government, e-services, and solutions and to ensure the proper promotion of these services among citizens. <https://www.digital.gov.az/en/media/press/towards-digital-journalism-program-has-completed> In order to develop e-government in the country, ensure the transition to digitalgovernment, optimize public spending on information technology, creation and provision of e-services, ensure the organization of information systems in a quality, sustainable and secure infrastructure based on more modern standards, free use of these opportunities - government cloud (G-cloud) is being created. For this purpose, the "Government Cloud" Concept was adopted.<http://www.e-qanun.az/framework/42560> The cloud-based Centralized Electronic Document Management System was established to completely electronicize correspondence within the public sector and eliminate the use of paper media. Centralized electronic document management software has been developed and is already available at <https://esd.e-gov.az/>

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>)