Forms (https://www.offic...Member States Questionnaire (MSQ) for th... - Saved　　　　? 　KG

Respondent

‹　　16　　Anonymous ⌄　　　**140:28**
Time to complete　　›

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1. Country name *

Georgia

Contact information

2. Your name *

Nikoloz Gagnidze

3. Title *

Deputy head

4. Organization *

LEPL Digital Governance Agency

5. Email *

ngagnidze@dga.gov.ge

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.

   Between 2012 and 2018, the My.gov.ge portal was developed as a single national one-stop-shop for government services offered online. The objective was three-fold: to establish an online national "shopping centre" consisting of all government services offered online; to successfully reach all citizens and businesses using the internet and e-ID; and to improve the value added by government investments in IT front and backend service production and delivery systems. The portal focuses on high-volume, high frequency service areas. Built according to international standards for web-accessibility (WCAG 2.0 AA), it is fully accessible to the visually impaired. The portal was built reusing critical components like the national data distribution infrastructure, payment components, logins for unique and secure login, and single-sign-on capabilities between the portal and other government sites and services, etc. More than 700 services are integrated and available for natural and legal persons on the portal (total usage rate of e-services from January 1, 2021 to March 31, 2021 was 327,545.).

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

   https://www.my.gov.ge

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

   ichange.gov.ge; tbilisi.gov.ge; rustavi.gov.ge; kutaisi.gov.ge; akhaltsikhe.gov.ge;
   batumi.gov.ge ...

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

    https://data.gov.ge; https://datalab.ge/; opedata.spa.ge; data.mepa.gov.ge

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

    http://procurement.gov.ge

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

    rs.ge; sda.gov.ge; sa.gov.ge; moh.gov.ge; tbilisi.gov.ge; tas.ge; tp.ge; declaration.gov.ge;
    nbe.gov.ge; eauction.ge; debt.reestri.gov.ge; hr.gov.ge; budgetmonitor.ge; matsne.gov.ge;
    napr.gov.ge; https://www.geostat.ge/ka; sakpatenti.ge; personaldata.ge; psh.gov.ge;
    archive.gov.ge; http://iauction.ge/; nbg.gov.ge;

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. *

    LEPL Digital Governance Agency, Ministry of Justice

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

○ Yes

◉ No

Multiple and/or networked CIOs or equivalent across Government Ministries

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

○ Yes

◉ No

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

N/A

Sectoral agencies/departments/ministries

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

17. Planning/development *

Administration of the Government of Georgia – gov.ge

18. Education *

Ministry of Education and Science of Georgia - mes.gov.ge, LEPL Education Management
information System - https://emis.gov.ge/

19. Health *

Ministry of Labor, Health and Social Defense of Georgia - MOH.gov.ge

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

LEPL Social Service Agency - ssa.gov.ge

21. Employment and Labour *

Ministry of Labor, Health and Social Defense of Georgia - MOH.gov.ge

22. Environment *

MINISTRY OF ENVIRONMENTAL PROTECTION AND AGRICULTURE OF GEORGIA -
https://mepa.gov.ge/

23. Justice *

Ministry of Justice - justice.gov.ge

24. Economy/finance *

Ministry of Economy - economy.ge

25. Industry/trade *

> Ministry of Economy - economy.ge

B. COVID-19 Response and Recovery

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

( ) Yes

( ) No

( ) [Other]

COVID-19 response

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

> stopcov.ge

28. 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

29. Please provide link and detail.

> N/A

30. 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

31. Please provide link and detail.

> N/A

C. Legal Framework

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

◉ Yes

○ No

33. If yes, please provide link and detail.

> Law of Georgia - General administrative code of Georgia.
> https://matsne.gov.ge/en/document/view/16270?publication=33 Chapter III – Access to Information

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

     ⦿   Yes

     ◯   No

35. If yes, please provide link and detail.

> Law of Georgia on Personal Data Protection.
> https://matsne.gov.ge/en/document/view/1561437?publication=9

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

     ⦿   Yes

     ◯   No

37. If yes, please provide link and detail.

> Law of Georgia on Information Security https://matsne.gov.ge/document/view/1679424?
> publication=3

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

     ⦿   Yes

     ◯   No

39. If yes, please provide link and detail.

> Law of Georgia on Civil Status Acts https://matsne.gov.ge/en/document/view/1541247?
> publication=21

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

◉ Yes

◯ No

41. If yes, please provide link and detail.

> Law of Georgia On Electronic Documents and Electronic Trust Services
> https://matsne.gov.ge/en/document/view/3654557?publication=0

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

◉ Yes

◯ No

43. If yes, please provide link and detail.

> Law of Georgia on Public Procurement https://matsne.gov.ge/en/document/view/31252?
> publication=58

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

Note: This is related to SDG Indicator 16.6.1

◉ Yes

◯ No

45. If yes, please provide link and detail.

> Every year Parliament of Georgia enacts the Law of Georgian on State Budget which is
> published on the official webpage of National Herald of Georgia. e.g. Law of Georgia on
> State Budget of Georgia 2021 is accessible here:
> https://matsne.gov.ge/document/view/5071216?publication=0 Besides, there is an
> Ordinance of the Government of Georgia on Requesting Public Information in Electronic
> Form and Publishing It Proactively, which obliges each and every public institution to

publish public information, which includes information on expenditures.
https://matsne.gov.ge/en/document/view/2001875?publication=0

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

   ◉ Yes

   ○ No

47. If yes, please provide link and detail.

Law of Georgia on THE LEGAL ENTITY UNDER PUBLIC LAW CALLED THE DIGITAL GOVERNANCE AGENCY defines unified data exchange system (infrastructure) as the infrastructure that ensures data exchange between information systems by using a standard interface, and the authorised access to, and protection and interoperability of those systems; Interoperability is defined, as the ability/capability of contact and communication between public institutions, as well as public institutions and entities under private law, for the purposes of achieving predetermined, common and mutually beneficial goals, including, inter alia, the exchange of knowledge and information by using information and communication technologies and by supporting business processes; According to the mentioned law, LEPL Digital Governance Agency administers and develops the unified data exchange system (infrastructure); Interoperability framework draft document was created several years ago and is not enacted by the legal act.

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

   ○ Yes

   ◉ No

49. If yes, please provide link and detail.

There is no specific regulation on open data, which would oblige public entities to publish open data sets. Law of Georgia on THE LEGAL ENTITY UNDER PUBLIC LAW CALLED THE DIGITAL GOVERNANCE AGENCY defines term of Open Data as public information available via the unified portal in machine-readable format; Open data portal (data.gov.ge) was created back in 2014 and serves as a national open data portal.

50. 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

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

N/A

D. Strategy and Implementation

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

  ◯ Yes

  ⦿ No

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

DGA is currently working to elaborate National Digital Governance Strategy (2021-2024)

Please provide information where relevant:

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

  ◯ Two-year

○ Three-year

○ Five-year

○ Ten-year

○ [Other   ]

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

● Yes

○ No

56. Please provide link and detail.

> Governmental Program (2021-2024) is available only in Georgian http://gov.ge/index.php?lang_id=geo&sec_id=68

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

● Yes

○ No

58. Please provide link and detail.

> DGA is currently working to elaborate National Digital Governance Strategy (2021-2024) which will be aligned with the Sustainable Development Goals (SDGs).

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

○ Yes

◉ No

60. Please provide link and detail.

> N/A

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

◉ Yes

◯ No

62. Please provide link and detail.

> DGA is currently working to elaborate National Digital Governance Strategy (2021-2024) which will make specific reference to e-participation, engagement and digital inclusion.

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

◯ Yes

◉ No

64. Please provide link and detail.

> N/A

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

◯ Yes

○ No

66. Please provide link and detail.

> Digital identity is already established through the Law of Georgia on Electronic Documents and Electronic Trust Services.

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

● Yes

○ No

68. Please provide link and detail.

> Draft strategy document covers the mentioned issues.

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

● Yes

○ No

70. Please provide link and detail.

> Draft strategy document covers the mentioned issues.

71. 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

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

[   ]

73. Robotics - please provide link and detail:

[   ]

74. Blockchains - please provide link and detail:

[   ]

75. 5G - please provide link and detail:

[   ]

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

[   ]

77. Others - please provide link and detail:

[   ]

78. 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

79. Please provide link and detail.

> UNU eGov which is a specified unit of UN university is involved in the drafting process of 2nd National digital strategy.

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

○ Yes

◉ No

81. Please provide link and detail.

> N/A

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

○ Yes

◉ No

83. Please provide link and detail.

> N/A

E. Digital Inclusion and E-Participation

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

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

○ Yes

⦿ No

85. If yes, please provide link and detail.

[   ]

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

○ Yes

⦿ No

87. If yes, please provide link and detail.

[   ]

88. 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

89. If yes, please provide link and detail.

> Unified e-service portal - My.gov.ge is compatible with requirements related to people with
> special needs. www.my.gov.ge

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

○ Yes

◉ No

91. If yes, please provide link and detail.

[   ]

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

○ Yes

◉ No

93. If yes, please provide link and detail.

[   ]

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

○ Yes

◉ No

95. If yes, please provide link and detail.

[   ]

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

(•) Yes

( ) No

97. 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

[https://www.facebook.com/GeorgianGovernment https://twitter.com/governmentgeo?
lang=en   ]

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

[   ]

99. 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

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

[www.gov.ge   ]

F. Usage, User Satisfaction and Evaluation

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

  ◉ Yes

  ○ No

102. If yes, please provide link and detail.

  > Usage statistics of e-services is monitored by the LEPL Digital Governance Agency. All the information is stipulated in annual reports and is not published.

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

  ○ Yes

  ◉ No

104. If yes, please provide link and detail.

105. Does the Government collect usage and/or user satisfaction data with dis-aggregation by gender? *

  ○ Yes

  ◉ No

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

G. Other information

107. 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) *

> EU Twinning for Strengthening Cybersecurity in Georgia is about to strengthen Georgia's preparedness and resilience towards cyber threats and attacks, by capacity building of Georgian stakeholders and creating enabling cybersecurity frameworks.

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

> DGA is currently working to elaborate National Digital Governance Strategy (2021-2024). A specified legislative changes are planned to be adopted in early 2022, which will establish e-government enabling principles, such as: digital by default, once only, etc. After these legislative changes, all public entities will be obliged to develop e-services along to their physical analogues.

Consent to publish this Questionnaire

109. 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)