



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). The United Nations Department of Economic and Social Affairs (UN DESA) assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2024 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:

<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org), Saae Kwon (email saae.kwon@un.org) and Enkel Daljani (email daljani@un.org)

COUNTRY NAME*

Armenia

Contact information

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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 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

1. 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. 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. To ensure accountability and ownership of the state entities towards the services available in e-gov platform, it was decided to introduce separate online public services platforms for each ministry, provided that the platforms are based on the same design, interoperability, security, and content standards. Special attention was paid to secure the simplicity of the design, the clarity of content, search engine optimization strategies, and the agility of functionality. From the users' perspective, they have completely the same experience in platforms of different state entities, but for each platform it is the state entity which is responsible for the available services, content, updates, etc. (**migration.e-gov.am, consular.e-gov.am, license.e-gov.am, etc**).

2. Please provide links (Links) for portals providing specific 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) increased the number of services from 20 to around 30 related to 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 carry 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. Invoices issued by the companies are also processed completely online through a dedicated platform (**e-Invoicing**). The citizens submit applications for tax returns solely online through personal accounts portal (<https://file-online.taxservice.am/personalaccount/loginPage.jsf>).

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.

e-disability.am launched since February 2023, through which the applicants submit application on the assessment of the disability for access to social benefits and support.

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.

Almost all municipalities have their own web sites based on Municipal **Management Information System (MMIS)** which provides number of services for citizens online.

Higher officials submit the annual declarations through a dedicated platform. The information is published in the dedicated website of Corruption Prevention Committee.

The system for beneficial ownership declarations is also fully online (<https://bo.e-register.am/en/auth>), which serves as a tool for identifying the real owners of companies in Armenia.

EITI Armenia (<https://www.eiti.am/en/>): the aim of the EITI implementation is to ensure transparent and acceptable management of the country's mining sector. As a result of the EITI standard implementation,

large-scale information about the mining sector of Armenia is collected, processed and made available to the public.

The unified portal for official notification has launched in pilot phase. This is a platform through which the citizens can get official notifications, as well as send notifications to others. This tool is envisaged to be used by the companies for notifying their employees on official matters (**notify.e-gov.am**).

The platform for the collection of local duties is implemented for the whole country, including all communities . The platform is exclusive in a sense that it is fully based on the Interoperability Platform. The taxes and duties are calculated based on the data stored in State Cadastre (property) and Road Police (vehicle). If any citizen finds any discrepancy in data, they should apply for the correction of data to the owners: either Catastre or Road Police. Once the data is corrected, that will be reflected in the system of e-community, making it possible to correctly pay taxes and duties. This exercise makes it possible to clean the databases with the help of the subjects of data. The system also has a dedicated payment website (**pay.e-community.am**), which makes it possible to pay the taxes without visiting the local authorities.

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.erequest.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 them to contact relevant government agencies directly and track letters and requests by relevant track number. It is also possible to book a visit and reserve a place in the line for public service delivery or apply for a meeting with an official. The website has more than 100K users and more than 350 K letters were sent to the state entities. Around 70K users booked slots for visiting service delivery sites.

www.e-petition.am website is an e-democracy and participation tool that was 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 the platform 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. In 2022 a special department was created in the Office of the Prime Minister which monitors the data received from the feedbacks and calls the state entities for responsibility in case the citizens leave negative feedback.

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, and participate in the selection process of the projects to be funded from local budgets.

cs.gov.am All the contests and other enrollment opportunities for civil service are publicly available to the citizens. They apply for the job right from the platform and afterwards track the status of each contest.

Open government data

www.e-citizen.am is a portal through which citizens with electronic identification, 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. In a 2 year period the number and scope of information available in the platform extended. The platform is available both as an app and as a website.

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.eregister.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 available on <https://new.arlis.am/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 dialogue 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 the government entities, local government bodies and 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.

We have seen a very sharp increase in the usage of GIP in the last two years. In 2023 the number of requests through GIP exceeds 100s of millions.

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.

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.

verify.e-gov.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 digitising and automating the system for submitting and archiving documents. This tool was especially useful during the crisis in Ukraine. The citizens of Armenia, that did not have valid passports could leave Ukraine with electronic return certificates provided to them by the Ministry of Foreign Affairs. The return certificates contained a QR code, which made it possible to check the documents validity at border control.

notify.e-gov.am-The portal unifies not only private but also the public notifications. All redesigned and renewed, the portal will serve as the main point for notifications not only G2C, but also B2C and C2C

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. All contests for public service are published in the website and the whole procedure of the selectin of the public servant is conducted through the platform. The Civil Service Information Platform manages all business processes within the civil service ecosystem: starting from the drafts of the decrees on structural changes in state entities, ending with annual training of civil servants according to their performance.

workpermit.am A platform launched in 2021 makes it possible to have the full picture of labor migrants arriving in Armenia, which is very important both for irregular migration prevention and for the protection of the rights of those people. Through the platform the organisations residing in Armenia notify the Migration service about the employment of a foreigner and a special work permit is issued for the foreigner.

3. Please provide the 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, as Chief Information Officer
2. CIO chairs the Information Systems Management Board, the Board coordinates digital transformation, digital society, economic reform programmes and cooperates with international partners and holds regular dialogue with the private sector. The Information Systems Management Board was established by the decision of the Prime Minister of the Republic of Armenia N 81-Մ dated January 21, 2022.
3. The Ministry of High-tech industry (www.hti.am) is in charge of the development of policy development in the field of hightech.
4. 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 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 and is the operator of the Government Interoperability Platform.

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

Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Name*

Mher Grigoryan

Title*

Deputy Prime Minister

Organization*

Republic of Armenia

Email*

mher.girgoryan@gov.am

5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

The state entities with developed IT infrastructure have dedicated departments/subordinate organisations that are expertized in the field and lead the major digitization projects. Under the Ministry of Science, education, culture and sport operates the National Center of Educational technologies, "Nork" foundation leads the e-gov projects for the Ministry of Labour and Social Affairs, The State Revenue Committee has an advanced IT department which leads the projects for tax and customs digitization, etc.

Regarding the coordination on policy level: The Government program for 2017-2022 defined 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 emphasised in the Digitization Strategy for 2021-2025.

The new ejustice holistic concept covers sub-national level as well.

Sectoral agencies/departments/ministries

6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development

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

Education

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

Health

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

Social Welfare
(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)

Employment and Labour

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

Environment

Ministry of Environment (www.mnp.am)

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

Economy/finance

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

Industry/trade

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

Sustainable Development Goals (SDGs) [NEW]

Statistical Committee (<https://sdg.armstat.am/>)

Climate Change [NEW]

Others (Please specify)

Ministry of Environment (www.mnp.am)

The structure of the government and executive bodies can be found at <https://www.gov.am/en/structure/>

B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details.[NEW]

Yes No

8. Is there a specific national portal addressing crisis/emergency *? [NEW]

Yes No

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

The website of Ministry of Internal Affairs contains links to the official page of Rescue service (911).

<https://www.facebook.com/rescueservicera> The page provides official information about emergency/crisis situations, updates on the status of the roads, etc.

C. Legal Framework

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

Yes No

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>.

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

Yes No

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 selfgovernment 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.

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

Yes No

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

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

Yes No

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 National Identification Platform should be integrated to state and local government service delivery portals for unified. The platform contains the electronic identity solutions acceptable by the Government.
- 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).

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

Yes No

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.

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

Yes No

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.

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

Note: This is related to SDG Indicator 16.6.1

Yes No

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 86-A "On starting the 2024 budget process" dated 26 January, 2023, within the framework of the drafting of the RA 2024 draft state budget and MTEF 2024-2026 state bodies are to publish their budget requests on their official websites. 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 2023" 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 below: https://minfin.am/en/page/interactive_budget/.

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

Yes No

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. This regulation is one of the basis for the GIS.

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

Yes No

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 1568-L dated 6 October, 2022 (<https://www.arlis.am/DocumentView.aspx?DocID=169335>) Based on the Government Decision No 1568-L dated October 6, 2022, the fifth action plan of Open Government Partnership initiative for the years 2022-2024 was updated.

18. 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

If yes, please provide link and detail.

19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes No

If yes, please provide link and detail.

D. Strategy and Implementation

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

Yes No

If yes, please provide link and detail.

1. Digitization Strategy 2021-2025, adopted in February 2021 (<https://www.arlis.am/documentview.aspx?docID=149957>), includes 19 activities and 2 phases of implementation until 2025.

2. Public Administration Reform Strategy 2022-2030, adopted in May 2022 (<https://www.arlis.am/DocumentView.aspx?docID=162791>), outlines new approaches to policy development and coordination, providing quality services to the citizens and businesses, and modernisation of state institutions.

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

Two-year

Three-year

Five-year

Ten-year

Other _____

22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

Yes No

There is no centralised approach for financing the digitization projects.

23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.

Yes No

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.

24. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes No

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.

25. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

Yes No

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.

26. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

Yes No

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 shape the government's inclusive development agenda through increased level of transparency and accountability.

The action plan for 2022-2024 can be found here:

<https://www.opengovpartnership.org/documents/armenia-action-plan-2022-2024-december/>

The activities are the following:

1. Formation of legislative framework defining Data policy
2. Formation of the strategic communication architecture of the State
3. Self-Assessment System in the field of freedom of information
4. Revision and introduction of participatory mechanisms in the budgeting process
5. Introduction of "participatory budgeting" at local level
6. Access to cartographic spatial data and metadata
7. Register of gifts related to the exercise of official duties of persons holding public positions and of public servants
8. Comprehensive system of electronic procurement: Improving the institute of real beneficiaries
9. "eCourt-statistics" statistical analytical tool
10. Introduction of an electronic system of employment contracts for the public and private sector

27. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Yes No

The digitization strategy of Armenia for 2021-2025 formulates the need for creation of a national data governance holistic framework. The strategy highlights the need for creating regulation for state data classification and open data concept. The data policy framework formulation is among the activities envisaged by the Action Plan of OGP 2022-2024. <https://ogp.gov.am/en/commitments/27>. In 2023 World Bank conducted Cloud Readiness Assessment of Armenia, which resulted in creation of data classification concept formulation.

28. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes No

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 organisation 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. The introduction of National Identification Platform is a major step forward towards the usage of trustful electronic identification solutions by the state and citizens.

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first¹ principle or similar? Please provide link and detail.

Yes No

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>

30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? Please provide link and detail.

Yes No

¹ To provide link or description

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>

31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

Yes No

The government has taken inventory about all the services provided by state and local authorities and these services were all classified by the life and business events according to the EU taxonomy for public services (CPSV-AP). Information System Management Board has taken the life-events approach for the services provided by the state and related services provided by the business. 12 life events were defined for creating seamless customer journeys tailored to their needs, eradicating paper documents workflow, personal visits to offline locations and minimizing to dos for the customers.

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design² or similar? Please provide link and detail. [NEW]

Yes No

Target N 5 envisages that by 2025 all e-systems should be based on common standards and architecture to ensure accessibility for people with disabilities.

33. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes No

If yes, please provide link and detail.

6th target indicator of the Strategy envisages that 300 public services, including 180 services for the provision of licences and permits will be available online by 2025. 7th target envisages provision of services to business exclusively online by 2025. Also, it is envisaged that by 2025 citizens will not be requested any data that is stored in state databases.

34. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), anticipatory, proactive services? Please provide link and detail.;

Artificial intelligence (AI); link/detail: The strategy envisages usage of artificial intelligence in decision making processes in public sector. Also, A cybersecurity excellency centre is planned to be constructed, which in line with other functions, will conduct research in field of artificial intelligence.

Robotics; link/detail: _____

Blockchains; link/detail: _____

² To provide link or description

5G; link/detail: 80% of rural and city inhabitants will have broadband internet connection with high quality.

Internet of Things (IoT); link/detail: _____

Invisible/anticipatory/proactive/seamless services³: This approach has not been reflected in the strategy, nevertheless, some services already have implemented the anticipatory/proactive approach. For instance, the income tax refund for several social groups is totally automated. The citizens just confirm the amount to be refunded and the transfer is made in several hours.

Others; link/detail: _____

35. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Yes No

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

36. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

Yes No

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.

³ To explain

37. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Yes No

Armenia, in line with other countries, considers the regulatory sandboxes for major e-government projects within Eurasian 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>

38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

Yes No

The strategy linked implementation plan with list of activities deadlines and estimated budgets. Each activity is defined in the budgeting electronic system of the Ministry of Finance, which has the control and monitoring tools.

There are dedicated monitoring platforms for the implementation of Strategies of e-Justice and anticorruption reforms. e.g. <https://anti-corruption.gov.am/am/>

E. Digital Inclusion and E-Participation

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

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

Yes No

If yes, please provide link and detail.

According to the digitization strategy of Armenia for 2021-2025, 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 .

The gender strategy and action plan for 2019-2023 is aimed at ensuring the basic rights of women and men, providing opportunities for exercising the equality between the genders, non-discrimination.

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

Yes No

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/>

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

Yes No

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.
Also, one of the targets is having the websites of state and local authorities customised and designed taking into account the needs of people with disabilities.

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

Yes No

If yes, please provide link and detail.

1. 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. The website of Ombudsman provides information for ensuring protection of rights for women, children and vulnerable groups. <https://www.ombuds.am/>
3. Special informative and consultancy websites were created for those, who plan, expect or already raise a baby. Special dedicated sections provide consultancy for fathers as well. www.barevbalik.am, www.babycef.am

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

Yes No

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 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>

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

Yes No

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.

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

Yes No

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, 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. Through live sessions the high ranking officials ask questions to the public.

If yes, please include any guidelines for government officials/institutions on the use of social media.

-

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

Yes No

If yes, please provide link 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

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

Yes No

If yes, please provide link and detail.

Citizen Feedback system (www.gnahatir.am) electronically receives and analyses 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.

48. Does the Government measure usage data with dis-aggregation by gender?*

No

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

Yes No

If yes, please provide link and detail.

One of the steps taken towards optimising 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

Does the Government collect user satisfaction data with dis-aggregation by gender?*

No.

G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]

Setting Govtech development as one of the priorities of the Government led to establishment of multidimensional cooperation within various forms and frameworks. Some examples are:

1. The joint initiative of the Government of Armenia and the United Nations, supported by the UNDP in Armenia, the SDG Innovation Lab aims to further unlock Armenia's development potential and accelerate the implementation of the Agenda 2030. The ongoing projects can be found here: <https://www.sdglab.am/en/projects>
2. A joint project by UNDP and UNICEF "Stronger services for equal participation and inclusive development" aim to strengthen the basic service provision in Armenia through a life-cycle approach and provision of continuous care and support to children and adults with disabilities.
3. UNDP project for fostering economic development in bordering areas of Gegharkunik and Vayots Dzor regions by organizing Hachathonsm acceleration programmes and new innovative tech solutions.
4. Participation in South-South Network for Public Service Innovation (SSN4PSI) events. During the side event of the United Nations General Assembly (UNGA 77) Armenia presented the e-request platform as a great tool for seamless communication between the state and the citizens. The article about e-request was published in the South-South Matchmaker Vol III (2021-2022 Best Practices)

5. UNDP Kazakhstan together with the Government of the Republic of Korea are implementing a regional project aimed at increasing the capacities of the practitioners involved in public administration and digitization of public services in seven countries of Central Asia and the Caucasus. This is a three-year project with a number of learning activities.

51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]

6. 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.
7. 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, creating telemedicine system for prisons, etc.
8. With support of EU, in scope of EU4Armenia project, one stop shop solution at border crossing is established.
9. 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.
10. In the framework of The Commonwealth of Independent States (CIS), sectoral cooperation in field of digital technologies is established.
11. Within the scope of Eastern Partnership "Harmonization of Digital Markets" panel Armenia in 2022 successfully took part in a cross-border digital signatures pilot, the result of which was the development of digital signature creation and validation tools fully compliant with EU standards. Currently cross-border e-health and e-ID pilots are under way.
12. 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, xID 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.)
13. OECD SIGMA and GIZ organized a series of Academies in field of digital transformation, citizen-centric public service delivery, digital literacy, etc. The Academies gather EaP countries and outstanding EU institutions for experience exchange, professional discussions and learning the latest trends in digital transformation.
14. 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.

THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

Consent to publish this Questionnaire

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

Yes No

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