DATA EXCHANGE AGENCY

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MINISTRY OF JUSTICE OF GEORGIA

E-GOVERNMENT.GE
NEWSLETTER

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PUBLIC SERVICE HALL OPENED TO PUBLIC IN RUSTAVI

On June 14, 2011 the House of Justice was opened in Rustavi. Georgian President **Mikheil Saakashvil** and the Minister of Justice, **Zurab Adeishvili** were taking part in the opening ceremony. Among the invited guest were representatives of legislative and executive bodies, the court, as well as diplomatic corps, international organizations and mass media.

The construction of Rustavi Justice House started in September 2010, and it is a Georgian project in every respect: architects, designers, builders were all Georgian. The organization of the opening ceremony was also carried out by a Georgian company. Exclusively for this day, unprecedented 3D show and magnificent open air concert was held for the visitors.

The House of Justice is the first public service institution in Georgia with completely new concept of service delivery by the Ministry of Justice, which will deliver various types of services based on the so-called "one-desk-service" principle. Consumers will have an opportunity to receive here services delivered by the Civil Registry Agency, National Agency of Public Registry, National Archive, National Bureau of Enforcement, Notary Chamber, Legislative Herald and Training Center of Justice.

The Rustavi House of Justice has comfortable and pleasant environment. Competent and friendly staff of the House of Justice will be providing quick and high-quality services to the customers. The House of Justice is located in the center of the city.

CITIZENSHIP RELATED DECISIONS CAN NOW BE MADE ONLINE

Public Service Hall is offering comfortable way to solve citizenship and migration issues to citizens – it became possible to track their application status from home or office.

In order to receive an online update on services such as - granting or termination of Georgian Citizenship, leaving Georgian citizenship, restoration of citizenship, right on emigration, temporary and permanent residence permit, determination and/or verification of Georgian citizenship (Continued on P.2),

Ministry of Justice of Georgia
www.justice.gov.ge

PUBLIC SERVICE HALL
www.house.gov.ge

www.cra.gov.ge

www.napr.gov.ge

www.nbe.gov.ge

www.matsne.gov.ge

www.e-government.ge

www.tbilisi.gov.ge

www.rs.ge

www.mof.ge

postpone obligation of foreign citizen's withdrawal from Georgia, registration of single and multiple VISA applications - information Card is given to an applicant, in which application registration number and code word is indicated. Applicants by using application number and code word will be able to find any kind of information (including decisions of the Agency, President's decision on granting citizenship) on the web-page of the Public Service Hall at www.house.gov.ge. Statement posted on the web-page will have the legal power. According the new service, there would be no need of post service, what itself reduces procedural terms.

If the cell phone number or e-mail of interested body will be indicated in the application, any decision taken by the House of Justice will be additionally sent to applicant by sms or e-mail.

DEA – EU TWINNING PROGRAM COOPERATION RESULT: E-GOVERNANCE DEVELOPMENT PROJECT APPROVED

In June, 2011 the governing office in Brussels approved E-governance development project initiated by the Data Exchange Agency of the Ministry of Justice of Georgia, which was prepared within the frames of EU TWINNING program.

The project, which aims at future application of information and communication technologies in the public sector to better perform government's administrative responsibilities and to facilitate an efficient, speedy and transparent dissemination of information to other agencies and the public, was started up by DEA in October, 2011.

The project features three main directions: 1) implementation of best EU practice in e-Polices and e-Government legislation; 2) implementation of interoperability framework including relevant regulation and standards; 3) functioning information security system with institutionalized strong and efficient CERT (Computer Emergency Response Team).

"We are delighted that the project that we were closely working on with EU Twinning Program representatives was affirmed in a very short time. This insists that the interest from our European colleagues towards our agency is sizable and that they have expectations the project outcome will be successful, which in its turn is very important for our country. The approved project has already been sent to all EU member state diplomatic missions and we hope that the actual implementation of the project will start no later than autumn, 2011. We appreciate our European colleagues' aspiration for helping to make Georgia a better place in terms of ICT development." – **Irakli Gvenetadze**, DEA Chairman.

For more information, please visit the following links: http://eeas.europa.eu/delegations/georgia/funding_opportunities/grants/index_en.htm; https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?ADSSChck=1309505612212&do=publi.welcome&searchtype=AS&zgeo=35442&debpub=01%2F01%

NEW ONLINE SERVICES FROM THE MINISTRY OF LABOUR, HEALTH AND SOCIAL AFFAIRS OF GEORGIA

The web portal of the Electronic Governmental Resources (www.e-government.ge) administrated by the Data Exchange Agency of the Ministry of Justice of Georgia has recently added a package of online services provided by the Ministry of Labour, Health and Social Affairs of Georgia.

These services are intended for patients, MDs and other interested parties who will be able to use Health Management Information System. Additionally, in cooperation with the Civil Registry, the Ministry has also introduced online birth/death registration module.

"Our Ministry acknowledges the importance of online services and pays special attention to creation of such services.
Today, we are able to offer both patients and medical professionals specially designed E-services such are: Real time registration of medical cases, patients who are in waiting lists for heart surgery can also check their status online and others. We are delighted that our services are now also presented at the Electronic Governmental Resources web portal." – **Mikheil JaniaShvili**

TECHNOLOGICAL NOVELTY IN ADMINISTRATING EXAMS AND TESTS AT HIGH SCHOOLS

For the first time this year the twelfth graders take computer adaptive certificate exams. The exams were held in 8 subjects, began with the exam in Georgian language and literature on May 23. School leaving exams were held in 1520 public and private schools across Georgia.

Certificate exams were organized in the format of Computer Adaptive Testing (CAT). CAT system is adapted to the ability of each student. Such type of testing is worldwide acknowledged, Georgia was the first country that organized such large-scale exams under centralized management and control. All students were under the equal conditions, each of them took the exam at their own school, each subject exam was held one day in several sessions.

The Ministry of Education and Science of Georgia, Education Management Information System and National Examination Centre have been undertaking the preparatory works for the exams during the year. Before the exams server room equipped with the modern system providing safe and smooth functioning of calculation devices (Servers, network systems, etc.). The system is allowing making united data base and its centralized management.

In order to adjust IT infrastructure in schools 300 IT specialists have been selected across Georgia. Selected candidates provided installation of local network and all required equipment in 1520 public and private schools across Georgia.

All these schools were supplied by 1500 netbooks according to the number of students.

The President of Georgia and Minister of Education and Science observed the process of exams online. According to the minister, the outcomes and analysis of the exams allows us to declare that unprecedented exams have been organized successfully based upon the tasks carried out by the Ministry of Education and Science of Georgia. The results of exams are the most important: 30% of the students showed a high level of knowledge and as a result, got high points, 5% out of them achieved the best results.

INTERNET SAFETY POPULARIZATION PROJECT

On June 22, 2011 GRENA's (Georgian Research and Educational Networking Association) Computer Emergency Response Team (CERT-GE) in cooperation with Internet Society (ISOC) held a presentation on popularization of internet safety.

The aim of the project is to raise the awareness among the interested parties on computer incidents, information security and data exchange issues so the users can safely benefit from the internet technologies.

Within the project frames, special web site was created (www.isap.ge), which will spread useful information for Georgian users on various cyber threats and provide recommendations on how to feel safe and not to exceed the levels of security while using different internet technologies.

"Taking into consideration the reality we all live in today, we decided to launch this project, because we think that every single day we spend inactively adds more problems to Georgia's immunity towards internet security. The risks are sizably high in this direction and require special attention from the internet users. A large numbers of users don't even know how to protect their computer devices from potential threats. The lack of proper usage of computer protection software is another problem. All these factors are fertile ground for cyber-crime. As a result we have thousands of infected computers, which are spitefully used for unlawful activities." – **David Tabatadze**, coordinator, Internet Safety Popularization project.

IT FREE ZONES IN GEORGIA

According to the decision made by the government of Georgia, for the companies working on ICT-related systems, developing various hardware and software platforms, the entire territory of Georgia will be declared as tax-free zone.

This legislative initiative aims to boost the interest from the world's leading ICT companies to enter in Georgian market, which will in its turn be resulted in increased investment abilities for the country.

In order to observe the process of the development of tax-free IT zones and to check out what progress has been made so far, Mr. **Jaba Ebanoidze**, the Deputy Minister of Finance and the Head of Georgia Revenue Service held a meeting with the representatives of those companies, which have already registered and granted the status of a person of virtual zone and received the appropriate certificate online.

"IT tax-free zone has a significant importance for Georgia. With this tool, we enable ICT companies to benefit from the tax-free environment. To grant a status of a person of virtual zone is also a simple step and it can be registered online. This could be one more reason for the companies to enter the Georgian market and bring new investments. During the meeting we expressed our interest on what the representatives of the companies, which have already registered, think about the process, what were their remarks or wishes. I'd like to notice that the overall feeling of our partners is quite positive, which gives us the right to think that the process is developing well and it will become even more active in the nearest future." - **Jaba Ebanoidze**, the Head of Georgia Revenue Service.

An Easy, single-step online procedure has to be covered in order to obtain the status. All interested IT companies will be granted the status through a simple procedure, within 48 hours from the application submission. The Person of Virtual Zone is not required to obtain Licenses, Permissions, or any other regulatory documents to operate.

For interested parties the new service is available online. To proceed, please visit the specially designed page on the web site of the Ministry of Finance of Georgia at: http://newzone.mof.ge/Login.aspx

For more information, please check out the special edition of DEA's newsletter at: http://www.e-government.ge/uploads/library/DEA_MOF%20Newsletter_ENG.pdf

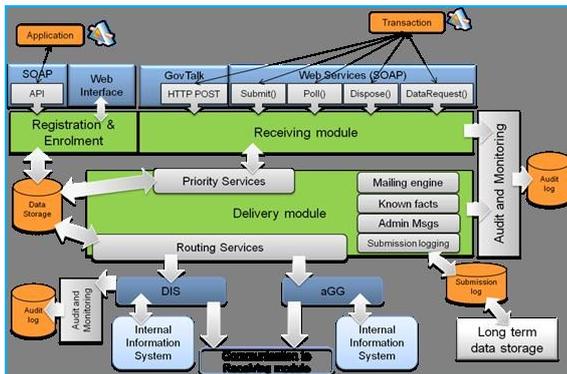## PROJECT TO DEVELOP ADDRESSING CONCEPT THROUGH FIELD WORKS

Non-governmental organization "Innovations and Reforms Center" in cooperation with the Civil Registry Agency is implementing a pilot project entitled: "Develop addressing concept through field works". The project is implemented with the financial support of the USAID in the framework of the project "Increase Trust in Electoral Processes" implemented by the International Fund of Electoral Systems. The project aims to develop the addressing system and improve the registry of population, and therefore support the development of the electoral lists. The project duration is 6 months starting from March 1, 2011 up to August 31.

The Project also envisages addressing of two districts in Tbilisi – Zveli Tbilisi and Didube-Chugureti districts, including specifying the addresses of the persons registered in these districts by the Civil Registry Agency and their attachment to specified addresses (minimal number – 150 000 persons). The addressing process is carried out by 20 mobile teams that are provided with all the needed field works equipment and special software (Continued on p. 5).

In addition, the addressing concept is tested during the addressing process. The addressing concept was developed by the CRA during 2009-2010, notwithstanding, reflection of the addressing rules defined in the concept in specific legal acts and their legalization, would not have been proper unless testing these rules in real practice Practical application of the addressing rules encourages revealing of the gaps of the addressing concept, specific problems and nonstandard cases faced in the addressing field, which by the end serves the purpose of developing the addressing rules Finalization of the addressing concept is one of the Project goals and outputs.

In addition, the Project shall issue recommendations to develop effective management model for the addressing work. This model shall be useful for administering addressing process all over Georgia in the future.

DATA EXCHANGE INFRASTRUCTURE PROJECT

Data Exchange Agency of the Ministry of Justice of Georgia carries out the project – Georgian Governmental Gateway (3G), which represents the concept of Connected Governmental Framework.

The aim of the project is to make all governmental E-services easily accessible for public with minimal expanses but granted quality. Additionally, these services trend to be speedy and secure.

At the current stage, the project is being implemented by the DEA staff together with the representatives of multinational companies such are HP and Microsoft. Similar system of offering governmental E-services to public is well used in several high-developed countries, but there has yet been no analog in Georgia.

"While working on the project, we use state-of-the-art technologies; I'd say the technological means of the latest generation. Our agency started to work on the project in January, 2011 and for today the tempo of its development is quite high. We are already expecting to integrate in the module the services of the Ministry of Finance, Civil and public registries in July and by the end of the year, we think we will have the ground to launch the Citizen Portal in which all E-Services provided by the governmental institutions will be integrated in a single interface." – **Irakli Gvenetadze**, DEA Chairman.

NEW SERVICE FROM CERT.GOV.GE

Computer Emergency Response Team (CERT.gov.ge) has been operating under the rule of Data Exchange Agency of the Ministry of Justice of Georgia since January, 2011. The team is staffed with high-class professionals who possess special skills in effectively handling cyber incidents.

A new service has currently been introduced by the CERT.gov.ge. The service targets to administrate penetration testing in public and private organizations.

"Penetration testing aims to audit client's information technology infrastructure to determine their sustainability towards potential cyber incidents. This means to determine how immune the system is against the influence of cyber-attacks, which with high probability cause the partial or total shut down of the organization's IT infrastructure and which automatically means that the organization is disabled and cannot perform any operation. Our service package includes the following: discovering holes and weak points in the system and preparing appropriate recommendations." – **Irakli Lomidze**, DEA, Head of Information Security and Policy Division.

Similar service is one of the expansive and is available in world's developed countries. At this stage, CERT offers its service free of charge to its partner organizations. Currently, the penetration testing is being carried out in 2 organizations.

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