

E-GOVERNMENT.GE NEWSLETTER

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THE FIRST BRAND NEW JUSTICE HOUSE HAS OPENED IN BATUMI

INSIDE THIS ISSUE:

JUSTICE HOUSE IN BATUMI 1

INFORMATION SECURITY POLICY 2

E-ID CARDS 2

CYBER INCIDENT INVESTIGATION 3

NBE'S E-SERVICES 3

DEA'S ITU IMPACT MEMBERSHIP 4

UNIFIED REGISTRY OF PUBLIC INFORMATION 4

NATIONAL SPATIAL DATA INFRASTRUCTURE 5

E-DOCUMENTS UNIFIED STANDARDS 6



On Independence Day - May 26, 2011- Georgia's first House of Justice opened in Batumi. Georgian President, **Mikheil Saakashvili**, Minister of Justice, **Zurab Adeishvili** and Minister of Justice of Azerbaijan, **Pikrat Mamadov** - on his special visit to Georgia - have been taking part in the opening ceremony.

Among the invited guests were representatives of legislative, executive and judiciary bodies, diplomatic corps, as well as international organizations and media.

Italian architect **Michele de Lucchi** designed the building of the Justice House and it took one year to finish the construction. Along with the agencies of the Ministry of Justice, the Justice House will be also occupied by the Prosecutor's Office and the Chamber of Control of the Autonomous Republic of Adjara. At the Opening ceremony, Georgian President congratulated the citizens of Batumi and Georgia:

"This beautiful building, which will become the landmark of Batumi - represents not only architectural masterpiece, but also the masterpiece of relations between the state and the citizen." - stated **Mikheil Saakashvili**.

After the ceremony, guests had a chance to examine the new office of the House of Justice.

Earlier, on the same day, Mr. **Giorgi Vashadze**, the Deputy Minister of Justice was awarded the presidential order of excellence for his personal contribution in bringing innovations to public sector.

The New Georgian brand - the House of Justice is the first public service institution in Georgia with completely new concept of service delivery by the Ministry of Justice. This is a new strategy of consumer-oriented state services arranged in conformity with business logic and combined into one concept. The House of Justice 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.

Justice Houses in 2011 will be also opened in Rustavi, Mestia, and Kutaisi, and in 2012, it will be opened in Tbilisi.



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THE PROCESS OF IMPLEMENTING INFORMATION SECURITY POLICY IS UNDER WAY AT THE MINISTRY OF JUSTICE OF GEORGIA

Information security policy developed by the Data Exchange Agency was affirmed by the Ministry of Justice of Georgia in December, 2010. The policy determines a complex of activities and standards for effective management of information security.



Since the beginning of 2011 the Ministry of Justice of Georgia along with its subsidiary unit Data Exchange Agency has taken active steps for fulfilling the requirements provided by the information security policy: the plan of installation has been created, information Security Council gathered for a meeting, the list of responsible bodies has been determined.

“At first stages, information security policy will be implemented at the Ministry of Justice of Georgia. Data Exchange Agency, which operates under the rule of the Ministry of Justice, has worked actively for drawing the final version of the document. It is vital for any public or private organization to follow the requirements stated in the document. This will enable them to effectively manage those risks related to the storing and guarding the electronic data they possess. In the nearest future besides the Ministry of Justice of Georgia, information security policy will also be implemented at the Public and Civil registries of the same ministry and in other state organizations.” – **Irakli Gvenetadze**, DEA’s Chairman.

ELECTRONIC ID CARDS



Two day conference “Georgian Electronic ID Card” organized by the Ministry of Justice of Georgia has opened in hotel “Courtyard Marriot”.

Prime Minister of Georgia Mr. **Nika Gilauri** opened the conference. Deputy Minister of Justice, Head of the Civil Registry Agency Mr. **Giorgi Vashadze**, Deputy Minister of Finances, Head of the Revenue Service Mr. **Jaba Ebanoidze** and other representatives of Georgian Government attended the event. United States Agency for International Development’s program – Initiative for Economic Growth and ICT business councils are supporting the event.

Unprecedented project is starting in Georgia – starting from the summer of this year issuance of Electronic ID Cards will begin. This is the project which will change and simplify everyday life of citizens; this is the possibility for total automation of State services and opportunity for moving on 21st centuries proactive services. With the introduction of ID cards, Georgia will become a model country in terms of e-governance.

The first day of conference was dedicated to the presentation of Electronic ID Cards. Representative of the company “Muhlbauer” Mr. **Marko Vandervid** presented the project of Electronic ID Cards on the meeting. It was the first time when the participants of the conference were able to see how the Georgian Electronic ID Card will look like. The company “Muhlbauer” is implementing the process of Electronic ID Cards production and system personalization process.

“Our goal is to simplify the process of communication of people and business with the Government. This was really done and the sample of this is the reform of the Ministry of Justice, Tax and Police. Next step is the introduction of Electronic ID Cards System, what is another step forward on the way of reforms,” – said Mr. **Gilauri**.

As Mr. **Giorgi Vashadze** is explaining, with the implementation of Electronic ID Cards project, Georgia will become a single country in the region who has implemented such kind of innovation.

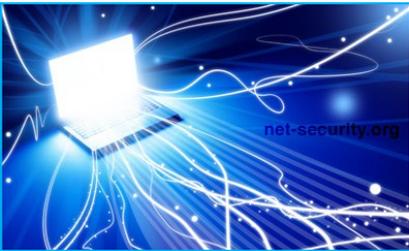
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According to him, with the ID Cards it will become possible to move all services existing in the State sector into an online regime and it will not be necessary to go to the offices of different institutions for receiving their services.

“Now we are the model country in terms of reforms, and the ID project will raise the interest in Georgia” – said Mr. **Vashadze**.

On the meeting, representatives of Estonian and Latvian Delegations shared their experience with the Georgian colleagues, presented Estonian and Latvian Electronic ID Cards and talked about their functions in the State and Private sectors.

DATA EXCHANGE AGENCY HAS RESPONDED TO THE COMPUTER INCIDENT



Since January, 2011 the Computer Emergency Response Team (CERT), a subsidiary unit of the Data Exchange Agency of the Ministry of Justice of Georgia, has started operation. The CERT employs high-class professionals with special skills. The CERT aims to enhance the country's level of information security, respond to the inner and outer cyber threats, register and classify every single incident, analyze and terminate current or possible signs of computer attacks.

The CERT is actively involved in fulfilling its primary mission. In May, 2011 a private company, operating in the internet hosting business, addressed the information security division of the Data Exchange Agency.

The company representative stated that their private resources failed to operate properly due to a possible cyber-attack. The CERT entered the investigation and started to monitor the situation.

After carefully analyzing the case, the CERT established that the company's network resources were under a heavy DDoS (Distributed Denial of Service) attack. The purpose of the attack was to scupper and shut down the system.

The CERT carried out comprehensive and detailed technical analysis of the

incident and provided the company with special instructions on how to act in a situation, where the risk of system failure was reasonable. The company followed instructions under the supervision of the CERT, which resulted in the termination of the incident.

“This case is a vivid example of how important it is for the country to have the CERT unit. We can already say that this unit, which operates under the rule of the Data Exchange Agency of the Ministry of Justice of Georgia, is working at full capacity on unveiling various registered or potential cyber threats.” – **Irakli Lomidze**, DEA, Head of Information Security and Policy Division.

NATIONAL BUREAU OF ENFORCEMENT OFFERS ENHANCED E-SERVICES TO CITIZENS

Georgia's National Bureau of Enforcement held a presentation of a new electronic program. Citizens applying to NBE will be able to get a response electronically. The newly-implemented Program has been posted on the NBE official website as a banner. Applicants will receive unique 15-figure pin-codes immediately after the application. In order to get an answer, an applicant has to enter his/her code in the Program after which he/she will get a response in online terms. The Reply has its unique code and has its legal power.

The new service product facilitates customer relations with NBE, saving their time and energy. Moreover, the Program enables a customer to get an instant reply. Herewith, a citizen is authorized to choose any desired form of feedback - being replied via email or going to the NBE premises and getting the answer on the spot.

NBE will proceed with further digitalization of its service in the future and will offer its customers a number of new electronic services.

DATA EXCHANGE AGENCY JOINED THE ITU IMPACT ALLIANCE



Data Exchange Agency of the Ministry of Justice of Georgia has become the member of the ITU IMPACT alliance. ITU is the leading UN agency for the for information and communication technology issues.

ITU IMPACT alliance membership will enable Data Exchange Agency to closely cooperate with the world's leading organizations working on information security issues.

Furthermore, all practical experience and theoretical knowledge ITU possesses will become available for Data Exchange Agency.

“We are delighted that the representatives of this prestigious agency have confirmed their willingness to cooperate with our agency. This will give us an opportunity to share and experience the best and latest practices currently available in connection with information security. I believe, this cooperation will have positive effect on our future activities.” – **Irakli Gvenetadze**, DEA's Chairman.

Data Exchange Agency of the Ministry of Justice of Georgia is already on the edge to take practical steps within the frames of alliance membership. In the nearest future, 4 representatives of the agency and 2 representatives of agency's partner organizations (with the choice of the agency) will participate in training sessions organized by the ITU IMPACT alliance. This will be one more step-forward in development and professional growth of information security specialists.

About ITU IMPACT: The International Multilateral Partnership Against Cyber Threats (IMPACT) is the cyber security executing arm of the United Nations' specialised agency - the International Telecommunication Union (ITU). As the world's first comprehensive alliance against cyber threats, IMPACT brings together governments, academia and industry experts to enhance the global community's capabilities in dealing with cyber threats.

LAW OF UNIFIED REGISTRY OF PUBLIC INFORMATION

In recent years, various public agencies are using ICTs more intensively in their day-to-day activities. ICTs are crucial in their communication with citizens as well. Moreover, joint operation of various information systems causes increased stream of information, thus accordingly creates the necessity of coordination between various services offered by the government.

In order to regulate the process, by the initiative of Data Exchange Agency of the Ministry of Justice of Georgia, the law of unified registry of public information has been prepared. The aim of the initiative is to depict all information resources currently accumulated in Georgian public sector and generate unified catalogue of available registries, information systems and services. This will be so called “Unified Information State Registry”. The law was passed by the parliament of Georgia during the summer sessions in 2011 and is scheduled to be effective from June 1, 2011.

Before drawing the draft version of the law, thorough research has been carried out to unveil how the system works in various foreign countries. The research showed that the best practice for Georgia would be the registries established by Hungary and Estonia. In these countries Unified Information State Registry has not only portrayal functionality but it also combines the coordinating role of information creation, elaboration and delivery in public sector. This exact future aim would be of Georgia's law on Unified Information State Registry. Particularly, the law should establish the unified standards on how to work with the information in public organizations. This will increase the operational outcome of the various organizations and will save state resources.

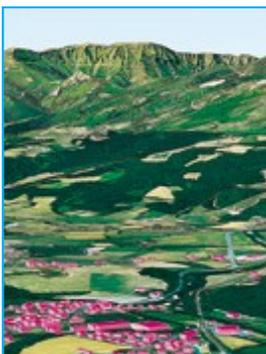
For the purpose of the realization of the above mentioned tasks, the law on unified registry of public information offers the cascade of rehashed definitions of data, data base, information system, registry, catalogue and many other technical but necessary terms.

One of the main goals of the law is to oblige state organizations to register the following data in the unified registry: various data bases, registry, information system and e-services. The process of registration is carried using pre-defined form, which determines the exact list of information-related components, which must be submitted to the Unified registry. The registration is also needed for any important change, combination (unification), cancelation, demolition and other activities, by which the data base, registry or other information resource of the state organization are forced to record change. All such notifications should be submitted to the unified registry's operator – Data Exchange Agency.

The law also sets several rules of administrating information resources (data base, registry, information system and E-service), which supports to establish unified approaches and practice in this direction. Among them are the aspects of data protection and recognition of accepted rules of information publicity. Additionally, law enforcement procedures will be carried out using such tools such are written notifications and recommendations issued by the Data Exchange Agency. It should clearly be noted that the unified information state registry does not receive and elaborate the data related to the entities of private law, their registries, information systems and services.

It is quite timely decision to initiate unified information state registry. It is much more timely decision if we look at the current situation of the country and at the level of ICT penetration. The unified state registry will improve the effectiveness of data exchange process among public sector bodies. It will also establish some common rules on how to work with the information. This is extremely crucial in such areas, where organized and easy accessible information plays decisive role for the state and its population as well.

NATIONAL BUREAU OF PUBLIC REGISTRY WITH THE SUPPORT OF TAIEX STARTS TO BUILD NATIONAL SPATIAL DATA INFRASTRUCTURE



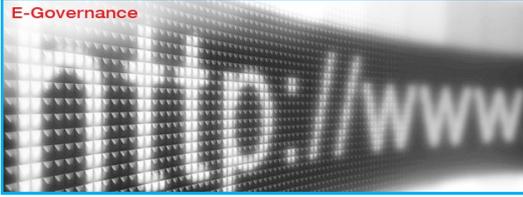
In May, 2011 National Agency of Public Registry of the Ministry of Justice of Georgia hosted expert Florian Thomas of IGN (Institut Geographique National). Mr. Thomas with his Georgian colleagues discussed key points of building National Spatial Data Infrastructure in Georgia.

Nowadays, EU member states are actively working towards the development of unified spatial data bases, which in its turn will help to ease the process of data exchanging between countries.

“It is really important for Georgia to join the European unified geographical data base. The aim of the project is twofold: At one point this will help to better exchange various geographical data between Georgian state bodies - such are the National Agency of Public Registry, the Ministry of Defence with its cartographic information, the Protected Sites Agency or the Department of Roads – as all the information will be stored at one processing center and on the other hand - Georgia will become a part of the unified geographical and spatial data base of the European Union. We can count this as one more step forward towards Georgia’s integration in Euro Atlantic structures.” – **Ekaterina Meskhidze**, Head of International Relations Division of NAPR.

UNIFIED STANDARD FOR E-DOCUMENTS

E-Governance



Automatic transfer of documents among public agencies constitutes an important part of e-governance. Significant progress has been made in this direction. System of electronic transfer is already in place in majority of various public agencies. 4 major systems of document transfer that have been operation in public agencies are noteworthy: National Agency of Public Registry of the Ministry of Justice, Ministry of Internal Affairs, Ministry of Defense and Ministry of Finance.

Unified standard for e-documents is being elaborated with immediate participation of Data Exchange Agency of the Ministry of Justice of Georgia and coordinated by the Bureau of Public Service. Representative from all above-mentioned ministries are also involved in the project and directly consulted.

“Common standard will allow all interested parties to circulate all official documents in a safely manner. This is a first step in the development of common standards for information systems. The need for various shared databases and information portals has been apparent within the framework of this ongoing project. These databases and information portals will be published through the data exchange infrastructure.” – **Irakli Gvenetadze**, DEA’s Chairman.

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Data Exchange Agency (DEA) started its operation on January 4, 2010. The agency operates under the status of LEPL (Legal Entity of Public Law) and is governed by the Ministry of Justice of Georgia. DEA's overall activity is divided into several directions. Each of them bears equal importance and strives to support the following fields: E-governance development, creation and installation of unified Georgian Governmental Gateway (3G) and its monitoring, establishment of data exchange infrastructure. Setting ICT standards for public sector entities and elaborating information security policies are the agency's another important responsibility.

Subsequently, the agency's core functions can be split into 3 directions:

- E-governance;
- Data Exchange Infrastructure;
- Information Security.

E-GOVERNANCE

An effective tool to administrate and manage various-leveled governmental institutions and to boost their productivity through the active usage of electronic platforms. One of the models for E-governance is a one-stop portal, where citizens have easy access to a variety of information and services. The web portal of Georgian governmental electronic resources managed by the agency is one of the first steps to establish simplified forms of Government to Citizen, Government to Employees, Government to Government and Government to Business relationships. DEA is set to be the principal body in Georgian government responsible for E-governance development.

DATA EXCHANGE INFRASTRUCTURE

The government holds unprecedented amount of electronic information. Data exchange infrastructure guarantees fast, reliable and secure sharing of accumulated data between governmental public and other institutions. The well-developed data exchange infrastructure raises the level of government's flexibility and provides additional tools for data management.



INFORMATION SECURITY

E-governance functionality as well as data exchange infrastructure's activation poses increased threats for information security. Data exchange agency is a primary institution responsible for country's cyber and information security. To fully execute its duties connected with information security, DEA governs Computer Emergency Response Team (CERT). CERT's mission is to identify, register and analyze incidents of any origin threatening ICTs. DEA is also responsible for creating and implementing information security policies in various governmental institutions.

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