MINISTRY OF JUSTICE OF GEORGIA

DATA EXCHANGE AGENCY

DATA EXCHANGE AGENCY

E-GOVERNMENT.GE NEWSLETTER

Issue #10   December 2011 - January 2012

DEA: 2011 RESULTS, 2012 PLANS

Formation of Data Exchange Infrastructure – Global Governmental Gateway – G3 Project
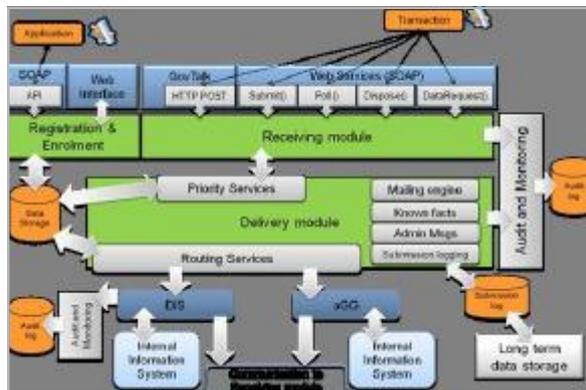
Data Exchange Infrastructure – Global Governmental Gateway is a complex of hardware and software, which creates unified geographical-ly, distributed information system for the entire country.   Institutions integrated in the system are able to safely exchange information via e-services. Data Exchange Infra-structure connects various infor-mation systems at minimal cost for their owners. For those existing information systems, it is only necessary to add data adapter, which provides connection with unified system. The above mentioned measure will enhance information availability and guarantee its safety. Additionally, the system will create opportunity to establish new com-bined e-services for streamlining the process of communication with citizens and governmental organizations.

In 2011, with the support of international vendors (HP, Microsoft) Data Ex-change Infrastructure was created. Within the infrastructure, 4 governmental organizations have been integrated. These organizations are civil and national public registries of the Ministry of Justice of Georgia, Ministry of Finance and Ministry of Labour, Health and Social Affairs. During the process, more than 5 services have been added to the system. Till the end of 2012, Data Exchange Agency of the Ministry of Justice of Georgia plans to incorporate into DEI all budgetary organizations, which administrate e-services (Continued on p. 2).

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

PUBLIC SERVICE HALL
www.house.gov.ge

www.cra.gov.ge

NATIONAL AGENCY OF PUBLIC REGISTRY
www.napr.gov.ge

National Archives of Georgia
www.archives.gov.ge

www.nbe.gov.ge

www.notary.ge

www.matse.gov.ge

www.eAuction.ge
www.eauction.ge

GEORGIA REVENUE SERVICE
www.rs.ge

www.tbilisi.gov.ge

Citizen's Portal – Unified System of Electronic Services

Citizen's portal is a crucial product released by the Data Exchange System. The portal is a unified web-interface, which accumulates all the electronic services provided by both public and private or-ganizations as well as combined services. Portal's interface is maximally oriented on customers' needs. Client's registration on the portal occurs through the newly established national electronic ID card. The system will offer diverse services on the base of one-stop-shopping. In 2011, DEA has finished the concept of the project. In 2012 it is planned to integrate tens of services into the portal. Additionally, satisfaction survey for every single service is also scheduled.

Unified Registry of Public Information

In recent years, various public agencies are using ICTs more in-tensively 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 infor-mation, thus accordingly creates the necessity of coordination be-tween 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 was to depict all information resources currently accumulated in Georgian public sector and generate unified catalogue of available registries, information systems and services. The law was passed by the parliament of Georgia during the summer sessions in 2011 and became effective from June 1, 2011. Before drawing the draft version of the law, thorough re-search has been carried out to unveil how the system works in various foreign countries. 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, regis-try, 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 predefined 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 sub-mitted to the unified registry's operator – Data Exchange Agency. The law also sets several rules of administrating information resources (data base, registry, information sys-tem 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. Addi-tionally, law enforcement procedures will be carried out using such tools such are written notifica-tions and recommendations issued by the Data Exchange Agency. The unified registry of public in-formation will improve the effectiveness of data exchange process among public sector bodies.

## Unified System of Document Exchange Established

For today, most of the public institutions are carrying out their operations through the electronic system of document management. It is now scheduled to prolong the life cycle for "electronically born documents". In other words turning the electronic method of documents' circulation as a mandatory procedure. For this purpose, it is necessary to create safe and reliable system that will support e-document exchange process. This is one of the tasks Data Exchange Agency is currently working on. The first steps were taken in 2011, when DEA created initial platforms for unified document exchange system. The full completion of the project is scheduled in 2012.

Implementation of Information Security Policy

In 2011, Data Exchange Agency of the Ministry of Justice of Georgia released the internationally accepted standards for the information security. Moreover, the standards are properly adapted to the local reality. The document is intended to be applicable with different sized organizations and institutions both in public and private sector. The document sets basic requirements for the procedures of accessing, managing and processing information.
With the help of the standards, various organizations and companies will be able to determine current situation and improve the level of information security sustainability. The proper usage of the standards will also guarantee confidentiality and integrity of information streams. The standards drown out by the agency are in full compliance with the internationally recognized ISO system (ISO 27000). DEA will continue its efforts to work on the information security issues in 2012 as well. During the year, it is scheduled to finish adaption procedures of information security standards at the Ministry of Justice of Georgia.
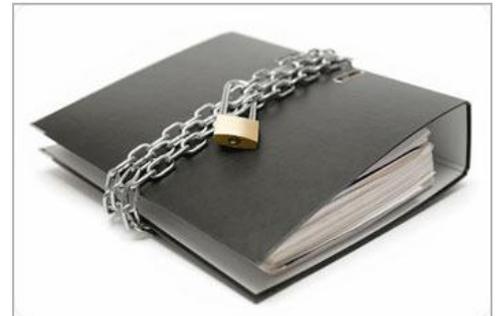
CERT Formation, Incident Response System Launch, Penetration Testing Service

One of the major directions that indicate development level of the country is a system responsible for cyber incident counterattack, management and prevention. Numbers of examples are known internationally, when a government creates CERTs (Computer Emergency Response Teams) within its structures, which are responsible for cyber incident registration, analyzing and prevention.

Consultation and training services, as well as governmental network monitoring are also included. In 2011, Data Exchange Agency of the Ministry of Justice of Georgia has officially created CERT.gov.ge – a division, responsible for cyber climate control of the country. The team is staffed with high-class professionals who possess special skills in effectively handling cyber incidents.

They hold certificates from SANS and other internationally recognized institutions. During the year, CERT accomplished several vital projects: The system of computer incident reporting and response has been completed. Appropriate manuals, technical assistance materials and other helpful information have been prepared. The first stage of Public awareness rising campaign has also started. Most importantly, CERT.gov.ge conducted actual procedures as a consultancy organization for various public and private companies. As a result, cyber threats have been eliminated. Last year, CERT.gov.ge despite its short period of operation has become a member of European CERT's Union – Trusted Introducer.

In 2012 DEA plans to improve CERT.gov.ge's technical equipment, provide its stuff with comprehensive training opportunities, create cert infrastructure and continue the process of its affiliation with other internationally recognized professional unions.

Twinning Project – promote the strengthening of E-Governance in Georgia (E-government Georgia)

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.   After the approval, twinning contest has been started among the EU Member States. The winner and the twinning became an Austro-German Consortium, which presented the best offer. Currently, DEA is in process of negotiating on the details of twinning agreement, which must be signed no later than May, 2012. After this date, the project will be moved into the actual stage of its implementation.

2011: ELECTRONIC ID CARD ISSUANCE STARTED IN GEORGIA

Issuance of new generation electronic ID cards started in Georgia on August 1, 2011.

ID cards are equipped with high technology materials, safe from falsification and fraud. With this document it is possible to identify person from distance, via internet. Besides this, ID card gives the opportunity to sign documents with electronic signature and according existing legislation, such documents have legal force.

Introduction of ID cards will significantly contribute or rising quality of service delivering process and increase customer satisfaction to services of State and Public institutions. Also it will support the efficiency of doing business, introduction of innovations and new technologies in Georgia. For more details please find information on Citizen's portal.

N O T A R Y C H A M B E R : E - S E R V I C E S

Notary Chamber of Georgia, E-service Established in 2011

On September 1, 2011 notary chamber of the Ministry of Justice of Georgia completed digitalizing process of all documents protected in the archive. The documents are now stored in unified electronic base, which streamlines those procedures interested citizens had to undergo before. The documents stored in the archive were often used while dealing with various governmental organizations. The fact that the documents were not available electronically caused inconveniences and delays. After digitalizing the documents, it is no more necessary to visit notary chamber in person. Required documents can be obtained without territorial restrictions at several locations, whether this would be a central office of notary chamber, any notary officer throughout Georgia or Public Service Halls. Citizens are not required to pay any additional charges.

Notary chamber of Georgia – Scheduled e-services for 2012

From the year of 2012 all interested parties will be able to schedule their visit with notary officer online. The service will be available via the web site of Notary Chamber. Interested individuals will connect to the notary officer via the special field, agree affordable date and time and confirm the visit. The new service will save time and cost.

C I V I L R E G I S T R Y A G E N C Y : E - E R V I C E S I N S T A L L E D I N 2 0 1 1

- **Distance services for residents living abroad**

Parents, living abroad, have opportunity to fill application for juvenile passport for their children in online regime, from any part of the world. Persons living abroad also have possibility to use distance service and apply for the certificate concerning the marriage disturbing circumstances absence in online regime from any part of the world. This kind of certificate is mostly necessary for Georgian citizens willing to marry in foreign country.

- **It Became Possible to Get Decisions Regarding Citizenship Matters via Internet**

- **It Became Possible to Take-Remove the Unite Protection Using ID card**

- **It became Possible to Receive Registration Certificate and Information Card in Online Regime**

M I N I S T R Y O F F I N A N C E O F F I C I A L L Y L A U N C H E D A N E W W E B S I T E

On January 4, 2012 Ministry of Finance officially announced the launch of its new website (www.mof.ge). Intensive works on a new website took start several months ago.

Concept of the entire design was renewed, all information bases were updated. A new website features simplified navigation tools enabling visitors to find all necessary information with just several clicks. The website offers comprehensive information not only about the ministry, but its subsidiaries as well (Revenue Service, Treasury, Service Agency, Investigation Service, MOF's Academy and Financial Analytical Service).

MINISTRY OF LABOUR, HEALTH AND SOCIAL AFFAIRS: E-SERVICES

E-services Installed in 2011

Case Registration System
Register and react to medical cases in real-time instead of retrospectively, inspect, analyze it and react accordingly on medical cases.

Birth and Death Registration
Electronic system of registration medical notices about births and deaths.

Cardiosurgery
Electronic lists of patients waiting for operations within state program of cardiac surgery.

Health Care Providers
Health care facilities involved in state healthcare programs and their contact information.

Classification Module
The system helps parties to receive accurate and comprehensive information on medical classifications.

Reporting Module
This module enables providers to submit information electronically to contractors for pulled service.

Ambulatory Module
United database, where are registered all beneficiaries by medical facilities.

Analytical Module
Based on different indicators flexible tool for information flow monitoring and analysis.

E-Services Planned in 2012

Patient Module
Patient Module provides individuals with updated and accurate information on accessible health services.

Statistical Reporting Module
The system is a tool to generate different statistical and analytical reports.

Electronic Medical Records (EMR)
Electronic Medical Records of patients are created and registered in the system.

Pharmacy Module
Pharmacy module enables control of stocks and expiration date of pharmaceuticals.

VISIT OUR WEB SITES
www.dea.gov.ge; www.e-government.ge

DATA EXCHANGE AGENCY

2 St. Nicholas/N. Chkheidze Str.,
Tbilisi, 0102 Georgia
Phone: (+ 995 32) 291 51 50
Email: info@dea.gov.ge

MINISTRY OF JUSTICE OF GEORGIA

DATA EXCHANGE AGENCY

If you are a new or returning customer and wish to receive DEA's newsletter, please reply to the following address: info@dea.gov.ge. Please indicate "Subscribe" in the subject line or register your email at: www.e-government.ge

If you wish not to receive DEA's newsletter, please reply to the following address: info@dea.gov.ge. Please indicate "Unsubscribe" in the subject line.