E-GOVERNMENT.GE NEWSLETTER

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SEMINAR ON CYBER SECURITY ISSUES

On March 20-21 two-day seminar was held at the Courtyard Marriott Tbilisi on the nature of specialized investigative units fighting against cyber-crime. Co-organizer of the seminar was Data Exchange Agency of the Ministry of Justice of Georgia. The event was funded by the European Union. The seminar is a part of the Eastern Partnership (EaP) program, which along with representatives of Ministries of Justice and Internal Affairs of Georgia brought together representatives of respective agencies from Azerbaijan, Armenia, The Ukraine, Belorussia and Moldova.

During the seminar latest and most up-to-date experience and means of operation of special units concentrating on cyber-crime were discussed and presented by the invited leading experts from The UK, The Netherlands, Belgium, Romania and FYR Macedonia.

The seminar covered a wide range of issues including directions such are experience and specifics of the operation of special units, thematic trainings for investigators and experts, usage of special machinery and software, coordination between various agencies and functionality details of educational-training facilities.

At the closing stages of the seminar participant countries elaborated recommendations, which would help to improve cyber-crime fighting tools and procedures in the countries incorporated in Eastern Partnership program.

INFORMATION MEETING ON CITIZEN'S PORTAL AT MANAGEMENT ACADEMY

Data Exchange Agency of the Ministry of Justice of Georgia held an information meeting on Citizen's Portal at Management Academy. Agency's chairman **Irakli Gvenetadze** made an in depth presentation for gathered audience on the functional and technical sides of the project.

IT professional from various sectors were the attendees of the meeting.

"Meetings of this nature are even more important when we have a project which is absolute novelty in the country. Citizen's Portal is a soon-to-be place for everyone holding eID cards – weather they are ordinary citizens, legal entities or non-residents – where it is possible to receive all e-services offered by the state under the principle of one-stop-shopping. Today we met IT professionals from various sectors, went into the details of the project and heard very important and interesting notes from them." – **Irakli Gvenetadze,** DEA, Chairman.

"Presentation prepared by the Data Exchange Agency of the Ministry of Justice of Georgia has evoked great interest among the individuals attending the meeting. Citizen's Portal is a unique project that represents the best example of cleverly using information technologies. I would like to thank DEA's staff for giving out such detailed information." – **Aleksandre Jejelava,** Management academy, Partner.

NOTARY OFFICER VISIT ONLINE ARRANGEMENT

Notary Chamber of Georgia has announced the launch of its next e-service, which enables all interested citizens to arrange their visit with notary officer online, without leaving an office or residence.

"All novelties introduced at the Notary Chamber of Georgia are tending to streamline the procedures for our customers. With the new service, citizens will no longer need to appear at the notary offices in person and stand in long queues in order to reach the notary officer. The new service will for sure increase the level of comfort for everyone dealing with our officers." – **Nino Khoperia,** Chairman of the Notary Chamber of Georgia commented.

The service can be used at both the webpages of Notary Chamber and Public Service Hall. The program features all active notary officers registered throughout the country. Citizens will easily select desired notary officer and arrange their visit according to the availability. All notifications regarding visit approval or any possible changes are directly sent via the email to the customers.

PRICES DIMINISHED FOR NAPR'S E-SERVICES

National Agency of Public Registry (NAPR) of the Ministry of Justice of Georgia has announced its decision to diminish prices set for various e-services. It is now possible to get official extract on real estate at reduces price for only GEL 10 instead of GEL 15. The document will be ready to use in 1 business day from the moment of request registering. If customer chooses to get the extract on the same day, the fee will be GEL 40.

"We constantly research and observe customers' needs. We administrate a wide range of e-services, which enable customers to save time and deal with our staff interactively without leaving an office or residence. Our observation reveals that the demand on e-services is growing. That is why we decided to reduce the service fees for our e-services. This step will for sure push our customers to opt our distance services more frequently." – **Soso Tsikarishvili,** NAPR, Chairman.

DATA EXCHANGE AGENCY MADE A PRESENTATION ON TRADE FACILITATION SYSTEM

At the USAID Economic Prosperity Initiative office Data Exchange Agency of the Ministry of Justice of Georgia made a presentation on Trade Facilitation System. EPI representatives as well as officials from Forwarder's Association, shipping companies and customs service attended the presentation.

Memorandum of Understanding (MOU) to create Trade Facilitation System was signed in February, 2012. In line with the MOU, parties agreed to adhere to a joint action plan, which will shape a uniform electronic system of a trade network. Data Exchange Agency of the Ministry of Justice of Georgia shall be kept responsible for the establishment, technical supervision and coordination of the common trade network.

"Today we had a very productive meeting. Data Exchange Agency as one of the principal circles in the project shared its approaches and visions with other parties on Trade Facilitation System. We, with our partners, also discussed future perspectives of the project." – Irakli Gvenetadze, DEA, Chairman.

Entities involved in the trade facilitation system are well aware of the barriers and obstacles, still found in the reality. From now on they shall deal with the applicable public and private institutions in a simplified and coordinated manner. They shall benefit of a so called one-stop-shop service principle. Establishment of the Common Trade network will facilitate the inflow of new investments to Georgia and further improve the alluring reputation of a business-friendly country.

MEETING SESSION OF THE STATE COMMISSION ON SUPPORTING E-GOVERNANCE DEVELOPMENT

on April 4, 2012 meeting session of the State Commission on supporting E-governance development was held at the State Chancellery of the government of Georgia. The event was led by the Prime Minister of Georgia **Nikoloz Gilauri.** Representatives of Data Exchange Agency of the Ministry of Justice of Georgia introduced number of issues to the commission members.

Irakli Gvenetadze, DEA's Chairman spoke about minimal requirements for software standards and ongoing IT projects in public Sector. Citizen's portal development issues and the survey of training necessity for IT specialists were presented by Nikoloz Gagnidze, Head of Agency's Data Exchange Infrastructure Division. Presentation on Trade Facilitation System was made by Paata Sirbiladze, Agency's Project Management Specialist.

Besides the themes mentioned above the State Commission on supporting E-governance development is actively working on the following directions: formation of the society for Spreading computer knowledge, eID promotional strategies, information and cyber security, provision of Georgian language in computer systems, IT system development in local governments, E-health project and others.

STATE COMMISSION ON E-GOVERNANCE DEVELOPMENT DREW OUT MINIMAL REQUIREMENTS FOR SOFTWARE STANDARDS IN PUBLIC

Data Exchange Agency of the Ministry of Justice of Georgia introduced a package of minimal requirements for software standards applied to public sector organizations to the State Commission on E-governance development of Georgia.

Software standard development aims to form those basic requirements, which ensure high-quality operation of computer systems developed in public sector, support smooth integration of various software products, guarantee high quality of product installation and service related to it.

"The fact that there are no software standards available causes dozens of problems. Particularly, there is no practice to obey requirements in order to ensure sustainability and security of the system. Also, the functionality of IT systems in a large number of organizations is still depended on the unique knowledge of their employees. Additionally, there is no forecast of system's future development and others. Quite naturally problems of this nature are those to blame for harming smooth operation of the system. I do believe that empowering software standard requirements will improve current situation." – **Irakli Gvenetadze,** DEA, Chairman.

REPRESENTATIVES OF POLISH CERT AT DEA

Representatives Polish CERT with the support of Technical Assistance and Information Exchange instrument of the European Commission (TAIEX) conducted a week-long seminar at DEA for its information security team (CERT.gov.ge)

Colleagues from Polish CERT discussed numbers of issues related to the cyber security, shared their own experience, presented detailed descriptions based on various practical examples and released recommendations for CERT.gov.ge's further development.

"Meetings of this type are very important. Poland has taken important steps on the way of information security development, so it is important for us to grab the knowledge they possess for our further development." – **Irakli Lomidze,** DEA, Head of Information Security and Policy Division.

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