



E-GOVERNMENT.GE NEWSLETTER

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The Investment Climate Advisory Services of the World Bank Group and Georgia's Ministry of Justice are partnering to help countries in the region leverage information and communications technologies to promote a competitive and fair business environment and support transparent interaction between government and business.

On June 4-6, The World Bank Group and Georgia's Ministry of Justice hosted a peer-to-peer workshop for 100 representatives of more than 20 countries in Europe, Central and South Asia, and the Middle East and North Africa.

The event was attended and opening remarks were made by the Minister of Justice of Georgia **Thea Tsouloukiani**. DEA Chairman **Irakli Gvenetadze** made a presentation on E-governance development in Georgia.

The event featured governments' effort to use online information and service delivery mechanisms, commonly known as e-Government, to reduce the cost of doing business, increase transparency, and improve access to government services, particularly for small and medium-sized enterprises.

Participants also took a chance to learn how these innovations could increase efficiency, improve accountability and services, broaden the reach of public service delivery, and begin to adapt these pioneering solutions to their own country (Continued on P.2).



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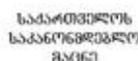
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(Continued from P.1) The event brought together regional policymakers and practitioners involved in investment climate reform and e-Government services, as well as representatives from leading technology firms and specialists from the World Bank Group. The participants also had an opportunity to learn about innovative online services operated by the government of Georgia, a recognized leader in e-governance. They will also learn from Georgia's experience in tax and customs electronic services.

CERT.GOV.GE OF DEA RECEIVED A FULL MEMBERSHIP OF FIRST



CERT.GOV.GE – Computer Emergency Response Team of Data Exchange Agency of the Ministry of Justice of Georgia Became a full member of FIRST – the Forum of Incident Response and Security Teams. Maarten Van Horenbeeck, FIRST Steering Committee Chair officially notified the agency about the decision.

Full membership status of FIRST will enable CERT.GOV.GE to receive up-to-date information without any restriction from various centers and organizations about cyber security, along with foreign partners, work on identification, registration and prevention procedures on an international level. Additionally, information on CERT.GOV.GE will be listed into FIRST's database and published on its websites. This will help to streamline the process of communication with various foreign partners and organizations.

"I am delighted that our governmental CERT.GOV.GE officially joined the world's one of the most trusted and reliable forums, which brings together a large number of organizations of our profile from various parts of the world. This organization has a strict criteria for membership, which must be satisfied by candidate organization. These criteria include: well-organized infrastructure, team of professionals, successful project portfolio, strong international connections and more. Once again, I would like to express my satisfaction that we appeared to meet all these criteria and became a full members of FIRST." - **Irakli Lomidze**, DEA, Head of Information Security and Policy Division.

DATA EXCHANGE AGENCY OF THE MINISTRY OF JUSTICE OF GEORGIA AND MICROSOFT CORPORATION SIGNED MEMORANDUM OF UNDERSTANDING ON CYBER SECURITY COOPERATION



On June 5, at Tbilisi Marriott Hotel, Data Exchange Agency of the Ministry of Justice of Georgia and Microsoft signed a Security Cooperation Agreement, which will allow Georgian CERT specialists to become a part of a global cyber-security community supported by Microsoft. Program envisions cooperation on global security issues and provides support to local IT specialists designated by the Government to act in the Cyber Security capacity.

"We perceive the cooperation between Microsoft and DEA as a very important tool in the process of discovering, identifying, analyzing and preventing information and cyber incidents. Microsoft is one of the world's biggest companies in ICT industry and we are delighted to have this memorandum signed.

CERT.GOV.GE is a primary institution responsible for handling cyber and information incidents throughout the country and having available such a solid partner will surely help to rise Georgia's cyber security level." - **Irakli Gvenetadze**, DEA Chairman (Continued on P. 3).

(Continued from P. 2) Microsoft is one of the largest IT organizations in the world and has many cyber security threats targeted towards its own internal network. Due to this, Microsoft tracks and has world class experience in countering cyber security threats. This experience is provided to Microsoft customers free of charge in order to strengthen the ability of our customer base to deal with such security problems. "We are pleased to extend our assistance to the ministry of justice CERT program to continue to strengthen the ability of government against imminent cyber security threats present today and expected in the future"- said **David Asatiani**, General Manager of Microsoft Georgia.

CYBER SECURITY FORUM OFF SITE MEETING



On June 15, Data Exchange Agency of the Ministry of Justice of Georgia organized a one-day off site meeting of the Cyber Security Forum in Kvareli, during which presentations were made by representatives of the agency.

Presentations covered a variety of topics and issues related to the cyber law of Georgia, the goals, objectives, current projects and partnership at international level of Georgia's governmental Computer Emergency Response Team - CERT.GOV.GE, participants were also informed about the means of identification of cyber threats and cyber defense provision issues.

"Cyber Security Forum, which brings together the public and private sector representatives is a good example of cooperation based on a public incipient, which strives to ensure country's cyber and information security.

During today's off site meeting we did provide our partners and colleagues – members of the forum with the information about DEA's current activities in terms of information security. We have also provided a detailed summary of the cyber security policy and a variety of projects currently undergoing at our agency. These meetings, which we decided to call on a regular base, will help to further increase the quality of Cyber Security Forum's work."- **Irakli Gvenetadze**, DEA Chairman.

TWINNING PROJECT: STUDY VISIT TO AUSTRIA IN E-GOVERNMENT COMMUNICATION STRATEGIES

On June 17-21, Data Exchange Agency representatives visited Vienna, Austria within the scope of twinning project. The study visit covered E-governance communication and public relation strategies, awareness raising tools and modern techniques in order to observe the best available result in communicating E-governance related issues with different audiences. During the meetings, best EU practices available today were also discussed.

Meetings were held in different organizations and offices. Among them are: the press office of Austrian Parliament, the Austrian Press Agency (APA), the public relations department of the municipality of Vienna, the Vienna office of the European Parliament, the software company Fabasoft headquartered in Linz, Upper Austria, Chamber of Commerce office, the Austrian Federal Chancellery.

"The meetings held in Austria were important, since we had an opportunity to experience those approaches EU countries, and namely Austria, possess in the process of implementation of e-governance communication, marketing and public relations strategies. In this regard, the meeting at the "Prihoda" company, contractor of Austrian Federal Chancellery's e-government office, was very important. During the meeting we have discussed specifics of cooperation between public and governmental offices in the field of PR to ensure the best available outcome for E-governance awareness raising. Variety of visual and reference materials, audio and video clips, E-governance dedicated special stands, which are used at various locations - conferences and public meetings were comprehensively presented. Another meeting at the communication company MILESTONES was very productive and worth to mention. At MILESTONES we were given a very clear and informative presentation on the specifics of social media usage in promoting E-governance related topics."- **Mamuka Kakhniashvili**, DEA Public Relations Specialist.

E-GEORGIA STRATEGY PAPER PRESENTATION

Data Exchange Agency within the scope of TWINNING project aiming to promote the strengthening of E-governance in Georgia finalized draft version of e-Georgia strategic paper and held dedicated presentation on June 4, 2013.

The e-Government strategic document features activities facilitating development of ICTs, their utilization and formation of information society. List of important projects for development of e-Governance was identified, as well as business and civil society involvement and legal, regulatory and technical environment issues.

"This is an important stage in the framework of twinning project. The ultimate goal of the document is to further develop e-Georgia strategy paper, which is supposed to be based on the best EU practices and Georgian reality. Right after the presentation, the document will be sent to all key partners for further discussion and elaboration." – **Irakli Gvenetadze**, DEA Chairman.

TWINNING PROJECT: WORKSHOP - COMMUNICATION METHODS OF E-GOVERNANCE IN THE EUROPEAN UNION



On June 3, Data Exchange Agency of the Ministry of Justice of Georgia, within the scope of twinning project, held a one-day workshop at the "Sheraton Metechi Palace" hotel on communication methods of E-governance used by EU countries.

The workshop was designed for the representatives of public bodies involved in E-governance and media representatives depicting communication methods, tools and skills for ensuring E-governance high public profile.

During the workshop, EU experts Mr. Christian Rupp, Mr. Gottfried Marchkgott and Mr. Po-Wen introduced detailed presentations on Target groups for communication and the following communication instruments: Telefit roadshows, Austrian eDay, eGovernment on TV and Radio and other related topics.

"Today's activity relates to the EU's twinning project's communication section. The project aims to strengthen E-governance in Georgia. In this regard, it is our first event in Georgia - a workshop for PR and communication staff of various state agencies involved in E-governance development and the media. We hope, that this event will promote E-governance communication methods successfully used in EU countries."- **Irakli Gvenetadze**, DEA Chairman.

THE GOVERNMENT STARTS WORK ON IT TECHNOLOGY DEVELOPMENT STRATEGY

According to the decision of the Prime Minister of Georgia, the Ministry of Economy and Sustainable Development of Georgia together with other government bodies and private sector will start work on the short-, medium- and long-term strategies of Information and Communications Technologies in Georgia.

According to the First Deputy Minister Dimitry Kumsishvili, a Coordinating Board will be set up and headed by the Prime Minister of Georgia.

Dimitry Kumshishvili stated that the long standing research and practice worldwide has shown that investments in Information Technologies have positive impacts on trade, as well as create new jobs and increase GDP of the country.

The Benefits of Information Technologies are the followings: Creating high-paying Jobs; Improving international competitiveness; Creating economic opportunities in other various fields; Better level in the field of education and health care; Strong and competitive small- and medium-sized businesses; Development of Information Technologies and its comprehensive awareness simplifies the relations with trade partners.

THE GOVERNMENT STARTS WORK ON IT TECHNOLOGY DEVELOPMENT STRATEGY



The official electronic procurement system through which the government does its contracting is state of the art and among the most transparent and efficient systems in the world, a new report by Transparency International Georgia finds.

TI Georgia also launched tendermonitor.ge, a new website which allows the public to search, explore and monitor public procurement, which is based on electronic data from the electronic procurement platform of the Georgian Competition and State Procurement Agency (CSPA).

In Georgia, regularly procured government tenders are announced on one central website, where companies can then bid online for contracts, which are awarded to the lowest bidder that fulfills all required criteria. All tender documentation, signed contracts and any amendments are published in this innovative system that has been developed and steadily improved by the Competition and State Procurement Agency since 2010.

Anybody who detects a potential violation of the law in an electronic tender process can file a direct complaint on the official procurement website, which is then reviewed by a Dispute Resolution Board, in which TI Georgia is represented, within ten working days. This online reporting mechanism is a very innovative approach that allows the public to scrutinize public contracts and to take action and stop a process, if they find violations of the law.

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