



E-GOVERNMENT.GE NEWSLETTER

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E-COMMUNICATION SERVICE WITH PUBLIC ORGANIZATIONS LAUNCHED



Within the frames of Open Government Partnership (OGP) and with the initiative of anticorruption council, Analytical Department of the Ministry of Justice of Georgia and Data Exchange Agency of the same ministry, service of E-communication with public organizations has been worked out and launched. The service enables citizens to request information from public organizations online, without leaving an office or residence. Citizens can also electronically address public organizations with a letter, request, complain or

any other reason. The service is integrated and can be used via Citizen's Portal MY.GOV.GE.

Notification about completion of processing citizen's correspondence will be sent via e-mail and SMS. But the complete answer will be available on citizen's portal, under the section of – "completed orders". In this section customers can also review their previous correspondence with public organizations and received feedbacks.

The service is applicable to those public organizations, which use e-chancellery system (nearly 60 organizations). As for today, Georgia's public sector uses 3 systems of e-chancellery created by the National Agency of Public Registry of the Ministry of Justice of Georgia, the Ministry of Internal Affairs and the Ministry of Finance). E-document exchanging infrastructure is built and provided by Data Exchange Agency of the Ministry of Justice of Georgia.

The service is only available to users registered at MY.GOV.GE (continued on p. 2)



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“Up to now in order to establish communication with a respective public organization, a citizen had to write a letter and send it to that organization. With the help of a new service it is possible to establish communication with different state organizations electronically. In order to use the service, user has to enter his/her citizen’s portal page, which is available with the help of eID card as well as username and password. It has to be mentioned, that Data Exchange Agency of the Ministry of Justice of Georgia, which administers citizen’s portal MY.GOV.GE, is just a medium between a user and a state organization and is not the owner of the received information. Accordingly, issues related to information accuracy, terms of receiving, or other questions should be addressed to the state organizations, to which the communication is established.” – **Rusudan Mikheilidze**, Head of Analytical Department of the Ministry of Justice of Georgia.

IN THE SCOPE OF NATO’S PROGRAMME - THE SCIENCE FOR PEACE AND SECURITY THE REPRESENTATIVES OF DATA EXCHANGE AGENCY HELD TRAININGS FOR MONTENEGRIN SPECIALISTS



Data Exchange Agency of the Ministry of Justice of Georgia inculcates a place in the international field. The projects implemented and the works held by the agency’s experts in the direction of e-governance, data exchange infrastructure and information security already brought an international recognition to them.

Along with the other partners Data Exchange Agency collaborates with North Atlantic Treaty Organization (NATO). Since 2012 the representatives of the agency’s information security and policy division participate as invited experts and trainers in the trainings held by NATO’s Programme – The Science of Peace and Security.

Introduction to Information Security, Cyber Security Mechanisms, Security of Websites and Portals, Securing Network Monitoring, Cryptography, Discovering, Registration, Analysis, and Prevention of Cyber Incidents – these are the issues in which the representatives of Data Exchange Agency are qualified in and in the scope of NATO’s programme share their knowledge and experience with the representatives of other countries.

In the scope of the programme the representatives of the agency held two trainings in Turkey’s capital Ankara, in the Middle East Technical University (METU) for Afghanistan and Macedonian Network Administrators.

In 2013 the representatives of the agency were invited again to hold trainings in September 16-19. This time trainings were held for Montenegrin specialists of corresponding profiles and the learning objectives included not only information security but cyber security as well.

“In 21st century cyber and information security is one of the biggest challenges facing practically any country. One of the main directions towards what the Data Exchange Agency is working on is Cyber and Information security. CERT.GOV.GE is the main structure functioning in our organization and is the main body working on Information and Cyber security in our country. Our personnel have the qualification, knowledge, experience, and international recognition needed for coping modern challenges.” – **Irakli Lomidze**, The head of the Information Security and Policy Division of the Data Exchange Agency.

The fact that Data Exchange Agency of the Ministry of Justice of Georgia is participating in the scope of the event by NATO’s Programme of The Science of Peace and Security is conditioned as Georgia having a good reputation in the Information Security issues.

For additional information visit: www.dea.gov.ge ; www.cert.gov.ge .

TWINNING PROJECT: DATA EXCHANGE AGENCY HELD A SEMINAR FOR JOURNALISTS



Seminar on the topic – “covering E-governance through mass media – sharing EU best practices” was held on the Lopota complex on September 18-20.

Audience invited to the seminar – representatives of Georgian mass media were introduced to stages of E-governance development in Georgia, and ongoing situation; they met experts from European Union invited for this event, and were informed about EU best practices in reporting E-governance issues. Diverse thematic information was introduced. Seminar participants were also actively involved in different group discussions.

The first day of the seminar was filled with presentations from the public institutions involved in E-government development. Current projects, achieved results and upcoming plans were presented by the representatives of Data Exchange Agency, State Services Development Agency, National Agency of Public Registry, Public Service Hall, Ministry of Finance and Competition and State Procurement Agency.

The final goal of the seminar is to share EU best practices, and supply the representatives of Georgian mass media with complete information about E-government/E-governance issues in Georgia, taking into account Georgian reality, in order to let them cover these issues in an understandable manner for Georgian society.

VISIT OF THE DELEGATION FROM THE MINISTRY OF JUSTICE OF GEORGIA IN THE USA



Delegation from the Ministry of Justice of Georgia headed by the Deputy Minister Alexandre Burchuladze attended the conference – Oracle OpenWorld JavaOne – 2013 held in the United States of America.

Delegation members had an opportunity to take a close look at the latest achievements in modern ICT technologies. The conference was organized by the Oracle Corporation, which is one of the world’s leading software manufacturers. The event is held annually, during which the corporation introduces its latest projects to both private and public organizations.

During the visit, Georgian delegation, along with other participants from various countries had an opportunity to test modern technological projects in actual operational environment and assess their strong and weak sides. Representatives of the Ministry of Justice of Georgia expressed special interest towards those projects, which were developed for the improvement of data bases, business operations and other related purposes, and perceived these projects as an opportunity to successfully use them in various Georgian public organizations.

The host side organized special tour for the representatives of the Ministry of Justice of Georgia. Within this tour delegation members visited headquarters of Oracle, Google and Apple as well as the Center of Innovations of the Stamford University and looked through the specifics of how these companies operate.

DEA Chairman **Irakli Gvenetadze** was among the delegation members.

TWINNING PROJECT: STUDY VISIT IN THE UK ON INFORMATION SECURITY ISSUES



Within the scope of TWINNING project for strengthening of E-governance in Georgia, representatives of Information Security and Policy Division of Data Exchange Agency participated in a study visit, which held in London, the UK on September 23-27.

The aim of the visit was to raise capability of CERT.GOV.GE in effectively handling computer incidents with the help of sharing international experience and best practices.

During the visit, DEA representatives held a number of meetings with the leading CERT (CSIRT) groups from Europe, such as Estonian, Austrian and Swiss CERTs. They also met with the representatives of international organizations (TERENA, TI).

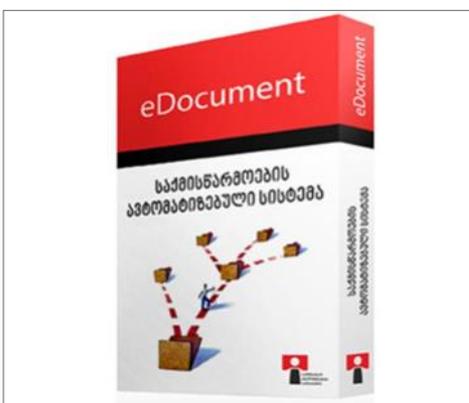
During their stay in London, DEA representatives participated in the international conference - 40th TF-CSIRT Meeting.

The topics discussed during the conference included current challenges related to computer incidents and achieved results in this direction. Respective presentations were made by the experts from such recognized organizations such are Team Cymru and Trusted Introducer. Other speakers also featured during the conference were representatives from the CERT groups of world's influential international corporations.

During the meetings with conference delegates, DEA representatives discussed topics related to the issues of secure and effective data exchange platforms, opportunities of further professional development, trainings offered by various international organizations, Single Sign On and network security monitoring subjects.

It was for the first time that CERT.GOV.GE – as a full and accredited member of Trusted Introducer (TI) participated in the conference of that scale. This enabled Georgian side to attend closed meetings and participate in the election of TI Committee Members.

NEW EDOCUMENT VERSION OF E-CHANCELLERY HAS BEEN INTRODUCED IN THE MINISTRY OF FINANCE OF GEORGIA



On 19th of August LEPL Financial Analytical Service of the Ministry of Finance of Georgia introduced new eDocument version of eChancellery automated system. Approximately 4000 users of services offered by Central Office of the Ministry of Finance, State Treasury, Revenue Service, Academy of the Ministry of Finance, and Fanatical Analytical Service will use the above mentioned system.

The goal of eDocument eChancellery automated system is to make document flow process easier and more available. It will provide effective online management of the office documentation, easy access to necessary documents and tasks. With the help of the system it is easier to continually monitor the tasks, responses towards them and other organizational issues.

In the near future renovation of the system is planned to be carried out in 22 other state organizations.

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