Digital Solutions for SDGs

Russian Federation Cases:
Public Service Platform
and Regulation Execution System
**SME in Russian Federation**

- **Key Statistics and SDGs goals**

**SME turnover from the Total in Russia**

- **6,57M**
  - **Large**: 13,6K
  - **Middle**: 18,7K
  - **Small**: 212,8K
  - **Micro**: 6,34M
  - **Self-Employed**: 10,48M

- **2 686BN ₽** or **37%**

**SDGs goals for SME**

- **“8. Decent work and economic growth”**
- **“9. Industry, Innovation and Infrastructure”**

Single platforms of access to government support measures and services for entrepreneurs, self-employed people and those planning to start their own business and public services for developed businesses:

- **30+** online services (from registration and operation services to financing & marketing)
- **800+** online government support measures

**Multiservice Platform**

**Public Services Platform**
Public Service Platform . Overview and applied digital solutions

150 + Public Services for SME

Programs

Laws. Protection
Company Registration, law enforcement, migration services and etc.

Communications. Media
Registration, licensing, permissions for content and etc.

Licensing. Permissions
Licensing, permissions, certifications, statements and confirmations, patents and etc.

Labor relations
Labor migrants, insurance premiums, occupational safety and health.

Transport. Transportation
Motor vehicle registration, permits, notification, extracts, air and water transport and etc.

Land
Cadastral registration, construction, state property and etc.

Economics
Foreign economic activity, antimonopoly legislation

Control. Supervision
Risk categories, verifications and etc.

Ordering. Inquiries
Certificates, statements and consultations and etc.

Trading
Production licenses, declarations and certificates of conformity and etc.

Others
IT support, sport qualifications, nature management and etc.

RES

Each Public Service for SME could be realized by special digital solution – Regulation Execution System (RES).

RES is wildly used not only for implementation and digitalization of standard public services for SME but also for complex services with multiple interdepartmental interactions.
Place of RES in the provisioning of public services

The process of providing services in the RES

Use of the received data to provide the service

Interdepartmental interaction in the RES

Result of service provision

Applicant

Department

MC

PSP

IEIS

IEIS

department

department

Request information

Getting information
## What problems does RES solve?

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
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<tbody>
<tr>
<td>Violation of regulatory deadlines and low data transfer speed</td>
<td>Automation of processes for providing electronic government services</td>
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<tr>
<td>Low level of interdepartmental interaction, difficulties in ensuring the security of confidential information</td>
<td>Interdepartmental interaction through IEIS, processing and storing applications in electronic form, setting up identification and authentication of users through the USII</td>
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<tr>
<td>Extension of terms of service provision or their unavailability in electronic form</td>
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<td>Manual processes for collecting reports and analyzing information</td>
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<td>Data fragmentation and lack of an ordered structure for its storage</td>
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<td>Lack of structured analytics</td>
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<td>Large labor costs for analysis and quality control of service provision</td>
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<td>Low degree of fulfillment of the required KPI level</td>
<td>Increasing the level of KPI fulfillment</td>
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<td>Low MSE satisfaction score</td>
<td>Availability of services in electronic form and high MSE satisfaction scores</td>
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Solutions

- Rent and purchase of land/real estate for business
- Permits for trade in agricultural products and obtaining a veterinary and accompanying document
- Permission to use water resources
Implementation results

**Freed up**
- employees’ time to solve other tasks

**Reduced**
- the burden on managers by setting up checks and notifications
- labor costs for department employees

**Increased**
- number of electronic services
- number of tracked metrics and automated reports
- MSE satisfaction level
- data transfer speed between departments
- share of services without violating regulatory deadlines
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