digital azerbaijan
Digital Azerbaijan

1. Strategy | KPIs | Legislation
2. Digital Literacy & Human Capital
3. Digital Government
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Digital Development | Strategy | Legislation & KPIs
# Digital Transformation effort composed of 3 pillars

<table>
<thead>
<tr>
<th>Digital Government</th>
<th>Digital Society</th>
<th>Digital Business</th>
</tr>
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<tbody>
<tr>
<td>Modernize and upgrade government technology and platforms. Improve citizen and business access to government services and data.</td>
<td>Empower citizens with digital skills, tools, and opportunities that enable them to participate fully in the digital economy and society</td>
<td>Enable businesses/industries in Azerbaijan to digitize, adapt and thrive in a rapidly changing digital economy and empower innovation</td>
</tr>
</tbody>
</table>

## Foundation: 4 Transformation Enablers

<table>
<thead>
<tr>
<th>Hard Infrastructure</th>
<th>Cloud Data Center</th>
<th>Data Repositories (open data)</th>
<th>Digital trust (e-signature)</th>
<th>Infrastructure regulations</th>
<th>5G</th>
<th>IoT</th>
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<tr>
<td>Network access and quality (mobile and fixed broadband)</td>
<td>Data Center</td>
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<td>Digital trust</td>
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<table>
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<tr>
<th>AI &amp; Data Ecosystem, Cybersecurity</th>
<th>Open Data Portal</th>
<th>Cybersecurity R&amp;D</th>
<th>Cybersecurity Strategy</th>
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<table>
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<tr>
<th>Human capital</th>
<th>Digital Academy</th>
<th>ACC (Technion)</th>
<th>Technest</th>
<th>Holberton School</th>
</tr>
</thead>
</table>
Strategic imperatives for Digital Transformation represent top-level KPIs of program 2024-2026

**Digital Government**
- Build 'digital muscle' to enable Digital Transformation
- **Laws and Regulations**
  - 100% centralized PMO
  - 100% centralized Budget approval
  - Development of Standards and Frameworks
  - 100% "digital by default" and "once only" adoption

**Digital Society**
- Human capital
  - Build 'digital muscle' to enable Digital Transformation
  - All government employees have minimum digital literacy
  - Educating 10,000 government personnel on data literacy skills
  - 15000 IT specialists trained
  - 65% cyber awareness of business and citizens

**Digital Business**
- Infrastructure
  - Provide physical access to digital
  - 100% Broadband coverage
  - 95% households with Internet access at home
  - G-Cloud ready
  - Modernized trust services infrastructure

Enablers
### Strategic imperatives for Digital Development represent top-level KPIs of program 2024-2026

#### Digital Government

1. **Digital-first interaction with citizens and business: all life events consumed digitally**
   - 10+ life events e2e digitalized
   - 85% e-services satisfaction
   - High impact AI use cases by every government entity
   - 100% government payments available online
   - 100% adoption of Digital Login
   - Top-40 EGDI

2. **Digital government: all internal processes digitalized**
   - 80% of internal government processes digitalized
   - 100% of G2* paperless transactions
   - 90% data completeness and accuracy (base registry)
   - Cross agency data sharing takes less than 7 days
   - 10 High impact data-driven use cases

3. **Open government:**
   - Hosting 1000+ datasets on the Open Data portal
   - Implementation of 15 new services based on the Open Data portal
   - 10 Digital Services by Open API

#### Digital Society

4. **Digitally literate population:** possessing the necessary skills to navigate in digital environment
   - Basic digital skills are 65%
   - Usage of Digital ID by 1M citizens
   - 4M Digital Login Users
   - 3M citizens have e-signature
   - 70% Cashless payment*
   - If service is digitally available 80% of transactions are consumed digitally
   - 65% cyber awareness of citizens

#### Digital Business

5. **Digitally literate population:** possessing the necessary skills to navigate in digital environment
   - 70% SME digital presence
   - 500 SME digitilization
   - Grow e-commerce by 20%
   - 65% cyber awareness of businesses

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1. Innovative services by Business

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* Cashless payment share in 2023 is 56%

** e-commerce volume in 2023 is 39.2B AZN
Artificial Intelligence Lab was established under the Ministry of Digital Development and Transportation to set a roadmap for the development of artificial intelligence in Azerbaijan and for the agile management of the national AI activity and aptitude.

- Researching and identifying current organizational and social issues
- Forming AI related policy proposals, strategies and concept
- Establishing and implementing AI models and applications
- Developing of NLP related Open Data platform
- Providing trainings in AI and Big Data
DIGITAL LITERACY & HUMAN CAPITAL
## Technest Scholarship Program

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRADUATES</td>
<td>3200+</td>
</tr>
<tr>
<td>NEW STUDENTS</td>
<td>1863</td>
</tr>
<tr>
<td>% OF WOMEN PARTICIPANTS</td>
<td>43%</td>
</tr>
<tr>
<td>REGION WITH 1300+ PARTICIPANTS</td>
<td>29</td>
</tr>
<tr>
<td>EMPLOYED</td>
<td>91%</td>
</tr>
<tr>
<td>STUDENTS ADMITTED TO TOP-100 UNIVERSITIES</td>
<td>10</td>
</tr>
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</table>
The cybersecurity training center specialized in two directions: The red team (attack) and the blue team (defense).

The first 60 center students graduated, 78% of them were employed.

The 5-person team of the first graduates made it to the finals of the CIDC-2023 (Critical Infrastructure Defense Challenge) competition.

2 more registration waves were carried out and 120 more people got a chance to join the training.

The teams that made it to the semi-final stage of the “WorldSkills” national competition were involved in the training process at AKM.
Modules

**Life Events**
Life’s major events, from birth to bereavement

**Citizen Inbox**
Citizen government communication

**Digital Wallet**
Manage and view their essential documents

**Notification**
Every government agency sends proactive messages to citizens

**Data Sharing**
Share data details from government sources with organizations without bringing any physical documents

**Consent**
Manage consents given to third-party applications to access your personal information
The birth registration functionality on our “myGov” web platform provides a straightforward and efficient process for parents to officially register the birth of their child;

Users can access a user-friendly interface where they input essential details, such as the baby's name, date of birth, and parent information;
Our “myGov” platform takes consent seriously, implementing robust consent management to safeguard user privacy.

Users have full control, easily granting or revoking consent for data processing with just a few clicks.

Transparent and user-friendly, our system ensures individuals stay informed about how their data is utilized.

With privacy at the forefront, our “myGov” platform sets a new standard for responsible and secure data handling.
SİMA is a new generation of advanced digital signatures based on the cloud, public key, and face recognition technologies. SİMA is based on a mobile application and allows anyone to obtain electronic services more conveniently from anywhere and at any time, without needing additional tools.

**Authenticity**
During the exchange of documents and information, it is possible to identify the sending party.

**Confidentiality**
Since the information signed with SİMA Token is sent in an encrypted form, its confidentiality is ensured.

**Integrity**
The integrity of the electronic document signed with SİMA Token is protected.

**Non-repudiation**
It is impossible for the person who signed the document to refuse the signature.
Citizens can access the SSO system through five distinct login methods, granting them flexibility and convenience in utilizing digital services. With the 'Digital Login', citizens enjoy seamless access to digital services using their preferred authentication method.

Versatile Access Options

SSO

Consent Management
Data exchange operations are carried out through a secure and fully encrypted channel.

More than 726 million data exchanges have been carried out since the beginning of the activity.

The throughput of the system has increased 4 times.

The volume of data exchange increased by 70% compared to the same period in 2022 and reached 372 million.

140 information systems, 67 institutions are connected.
Modernizing Government Communication

Ensuring Data Security and Compliance

Promoting Digital Transformation in Government

By promoting electronic document exchange, the Gateway has played a pivotal role in saving an impressive total of 500,000 sheets of paper (and indirectly the trees) in Q1 of 2024.
Open data is information that is accessible, usable, and re-shareable by everybody.

An open data portal is a system where these data are presented in human and machine-readable formats (JSON, XML, CSV, XLS, DOC, PDF).

The portal collects public information available throughout the country in a single system and presents it in various formats.

The main objectives of creating an Open Data Portal:

• providing the access of public and private entities to open information collected in information systems;
• supporting the innovation ecosystem, startups, and entrepreneurs to create new data-based products and services;
• to create the possibility of obtaining information in different formats to conduct analysis and research.
Announcements of forthcoming procurement
Active and expected announcements, Digital Financial Quote, e-Tenders

Information about the results of procurement
Value of contract, validity duration, parties, procurement method, signature date

Procurement Notifications
Contact person, Contact details, Reports, Untrusted suppliers, Digital Invoices
A unified system that combines social issues

The portal, which includes 16 electronic subsystems and 2 registers, has access to the electronic database of various fields, such as employment contracts, personal accounting, pension capital, types of social security, land-share ownership, disability, and rehabilitation.

Information about results of procurement

In the past period, 703.7 thousand pensions, allowances and pensions were determined proactively through the e-system. Of them, 106.7 thousand pensions, 597 thousand allowances and scholarships were assigned.

Services

Employment opportunities for youth, applications for long-term care for the elderly, applications for social protection programs for the poor (below poverty line)/disabled/elderly, newborn benefits, disability benefits
eCourt and Mobile Notary

A unified system that combines social issues
Information about the progress / decision / execution of the court case.

Mobile Notary

Expected Services
Land Title Registration and Certificate of conviction
eEducation

Services for Education System

- Information and applications on scholarship opportunities in the field of education
- Online application for each level of secondary education
- Full online application for doctoral degree.
- Get a certificate online.
- Application for study abroad
eHealthcare

Services for Healthcare Issues

- Online purchase of medical certificates
- Online transfer of medical certificate for driving license
- Disease and examination history
- History of the results of medical examinations
- Apply for an online appointment for a doctor’s examination
- Online application to the family doctor
eEcology

Services for Ecological Issues

- Open data.
- Ecological calendar and warnings.
- ECO-RADAR – Reporting violation of ecological standards
eAgro

Services for Agricultural Issues

- Electronic Agricultural Information System
- Digital application for subsidies
- Online declaration of agricultural forecast
ePolice

Security Issues

- Driving License Info
- ID Info
- Passport Info
- Power of Attorneys for Vehicles: info and application
- Certificates: past and active
- Vehicle Ownership information: vehicles on search, under arrest, traffic incident certificates, health insurance certificates caused by traffic incident.
- Location of Police Stations: arranged by distance, district, infographic and sequence
- Fines: Paid fines history, unpaid fines, paying fines online, reporting unlawful fines
- Virtual 102: Online declaration to the police
- Notify of moving/changing an address online
- Receiving an affidavit of criminal record / background clearance
- Information on restrictions to leave the country
RİH – Online Local Government

- Municipal government services through personal cabinets
- Local e-Participation: Voting on initiatives, local consultation, citizen reception
- Subsidy application for farmers
- User behavior analysis & statistics
THANK YOU!