digital azerbaijan

Digital Azerbaijan

1. Strategy
2. Digital Literacy & Human Capital
3. Digital Government

digital azerbaijan

1 Digital Development Strategy

Digital Nation

Digital Transformation effort composed of 3 pillars

Digital Government	Digital Society	Digital Business
Modernize and enhance government technology and platforms to improve access to services and data for citizens and businesses.	Equip citizens with the digital skills, tools, and opportunities necessary to fully participate in the digital economy and society.	Support businesses and industries in Azerbaijan to digitalize, adapt, and excel in the evolving digital economy, fostering innovation.

Foundation: **4 Transformation Enablers**

Infrastructure	Network access and quality (mobile and fixed broadband)	G-Cloud Data Center	5G	IoT	
Law, Regulations and Policies	Digital Code	E-signature	Data Strategy	AI Strategy	Cybersecurity Strategy
AI & Data Ecosystem, Cybersecurity	Open Data	Consent Management		R&D	
Human capital (Capacity Building)	Digital Academy	ACC (Technion)	Technest	Holberton School (peer-to-peer learning)	

Strategic imperatives for Digital Development representing top-level KPIs of 2024-2026 program

Digital Government

1. **Digital-first interaction with citizens and business: all life** events consumed digitally
   - *10+ e2e digitalized life events*
   - *Achieve 85% satisfaction rate for e-services*
   - *Implement high-impact AI use cases across all government entities*
   - *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*[1]
   - *10 Digital Services by Open API*[1]

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

1. Innovative services by Business

** Cashless payment share in 2023 is 56%*

*** e-commerce volume in 2023 is 39.2B AZN*

Strategic imperatives for Digital Transformation represent top-level KPIs of program 2024-2026

Digital Government

Digital Society

Digital Business

Enablers

Laws and Regulations *Build digital regulations*	• *Digital ready regulation and frameworks – Digital Code, Digital Strategy, AI Strategy, Cyber Strategy* • *100% centralized PMO* • *100% centralized Budget approval* • *Development of Standards and Frameworks* • *100% "digital by default" and "once only" adoption*
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
Infrastructure *Provide physical access to digital*	• 100% Broadband coverage • 95% households with Internet access at home • G-Cloud ready • Modernized trust services infrastructure

Azerbaijan Artificial Intelligence Lab

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

2 DIGITAL LITERACY & HUMAN CAPITAL

technest

Technest Scholarship Program

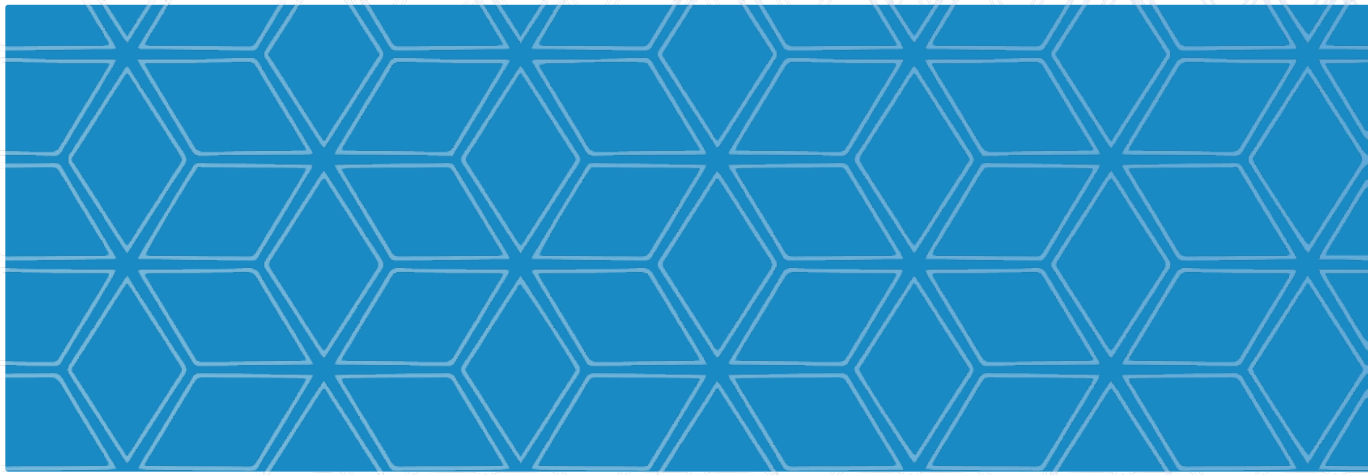
3200+	GRADUATES
1863	NEW STUDENTS
43%	OF WOMEN PARTICIPANTS
29	REGIONS COVERED, WITH 1300+ PARTICIPANTS
91%	EMPLOYED
10	STUDENTS ADMITTED TO TOP-100 UNIVERSITIES

AZƏRBAYCAN
KİBERTƏHLÜKƏSİZLİK
MƏRKƏZİ

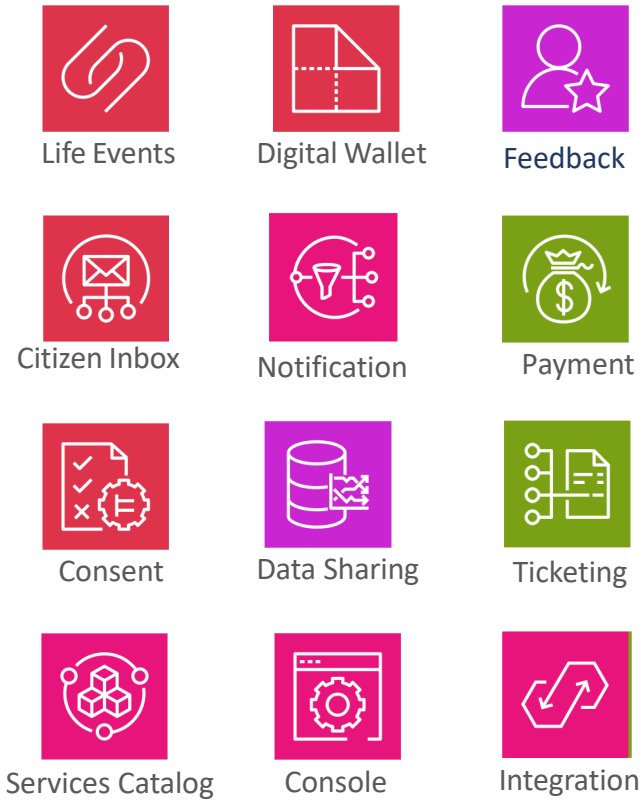
Azerbaijan Cybersecurity Center

- The cybersecurity training center is holding dual-track training approach involving the red team (attack) and the blue team (defense).
- 60 students graduated, with the post-graduate employment rate of 78% and 120 additional participants will be granted with the right enroll to the program through 2 subsequent phases.
- Competitive Achievement at CIDC-2023: 5 graduates reached the finals in the Critical Infrastructure Defense Challenge 2023
- The teams that made it to the semi-final stage of the "WorldSkills" national competition were involved in the training process at AKM.

3 DIGITAL GOVERNMENT SERVICES



mygov



Modules

Life Events
Life's major events, from birth to bereavement

Citizen Inbox
Citizen government communication

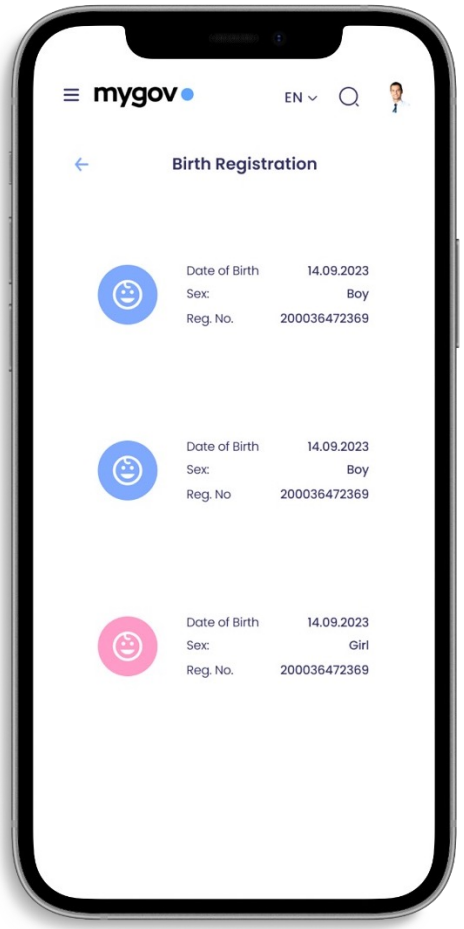
Digital Wallet
Manage and view their essential documents

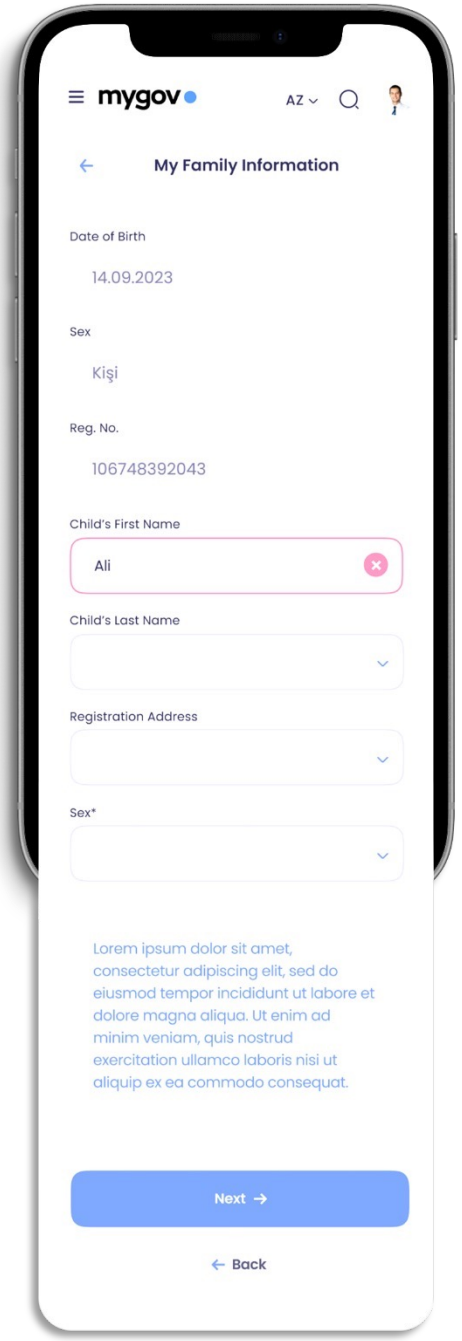
Notification
Every government agency sends proactive messages to citizens

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

mygov





Life Events

Birth, Marriage & Death registration

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;

mygov

Consent Management

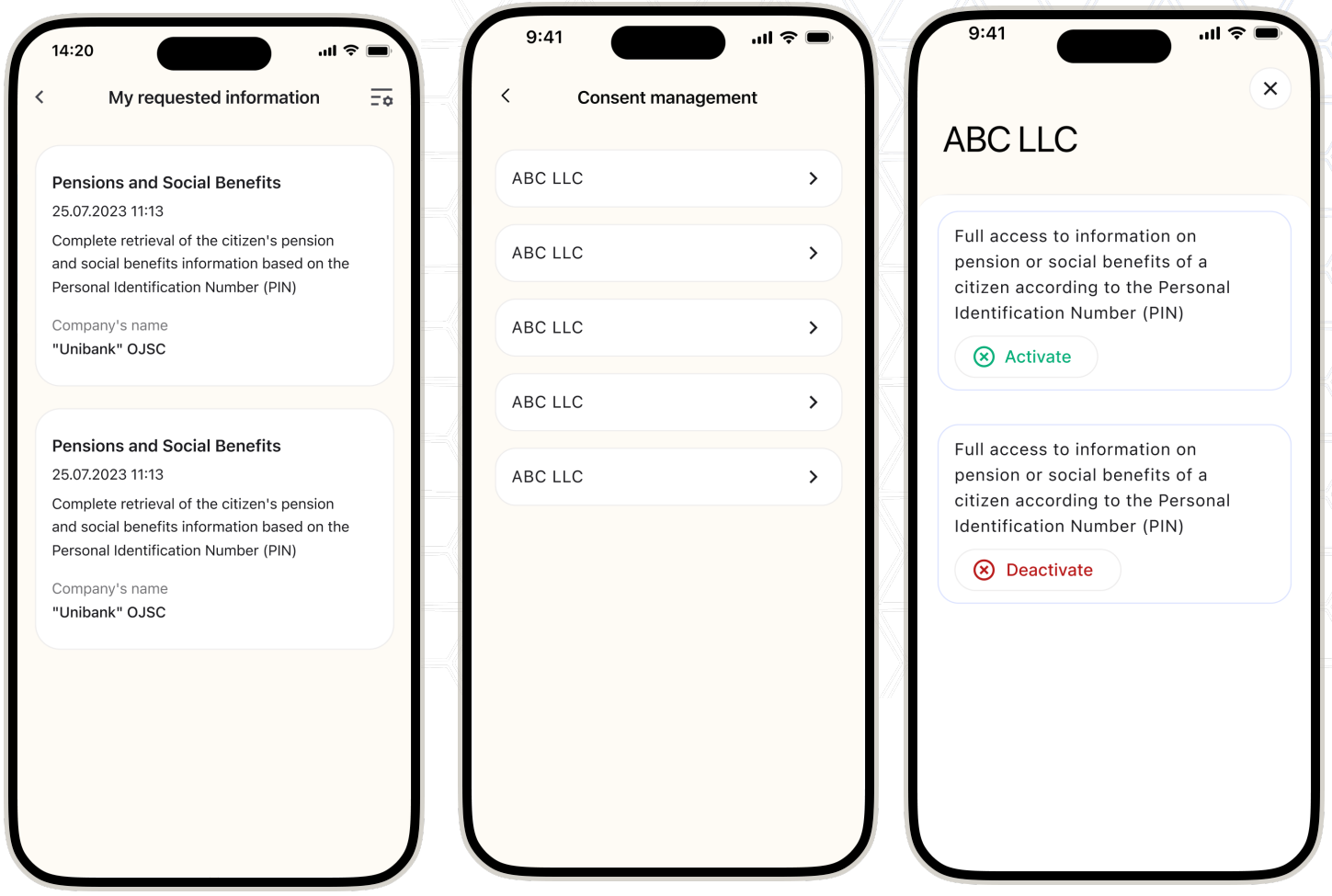
Your privacy, our priority!

“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 system ensures individuals notification about how their data is utilized.

With privacy at the forefront, “myGov” platform sets a new standard for responsible and secure data handling.



SIMA

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.

digital login

Versatile Access Options

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.

SSO

Consent Management

digital bridge

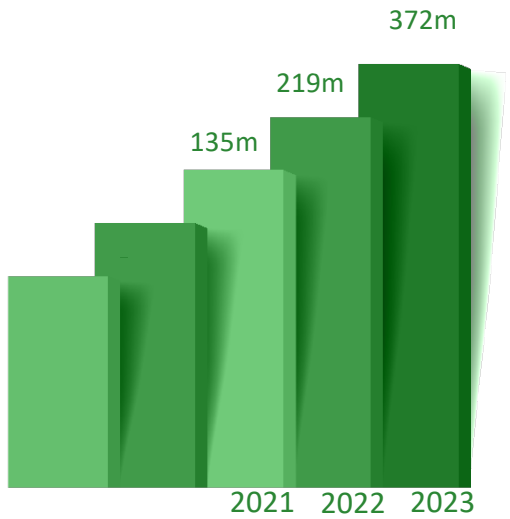
Data exchange operations are carried out through a secure and fully encrypted channel.

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

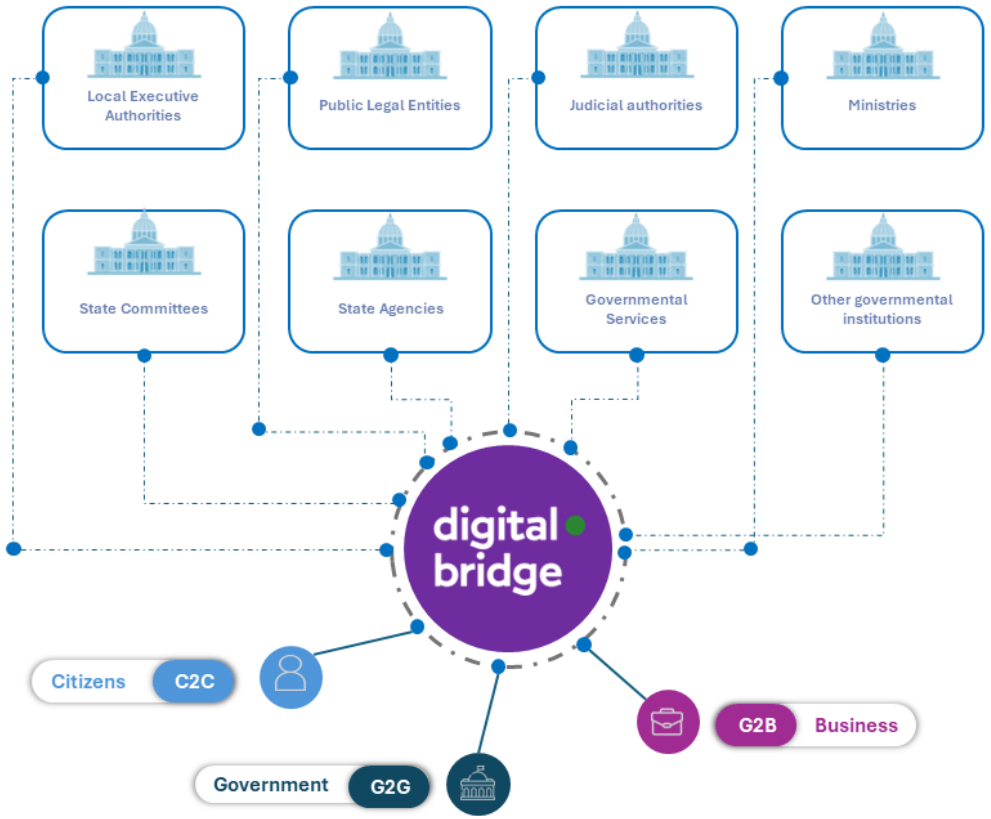
The workload of the system has increased 4 times

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



NON-STOP SHOP



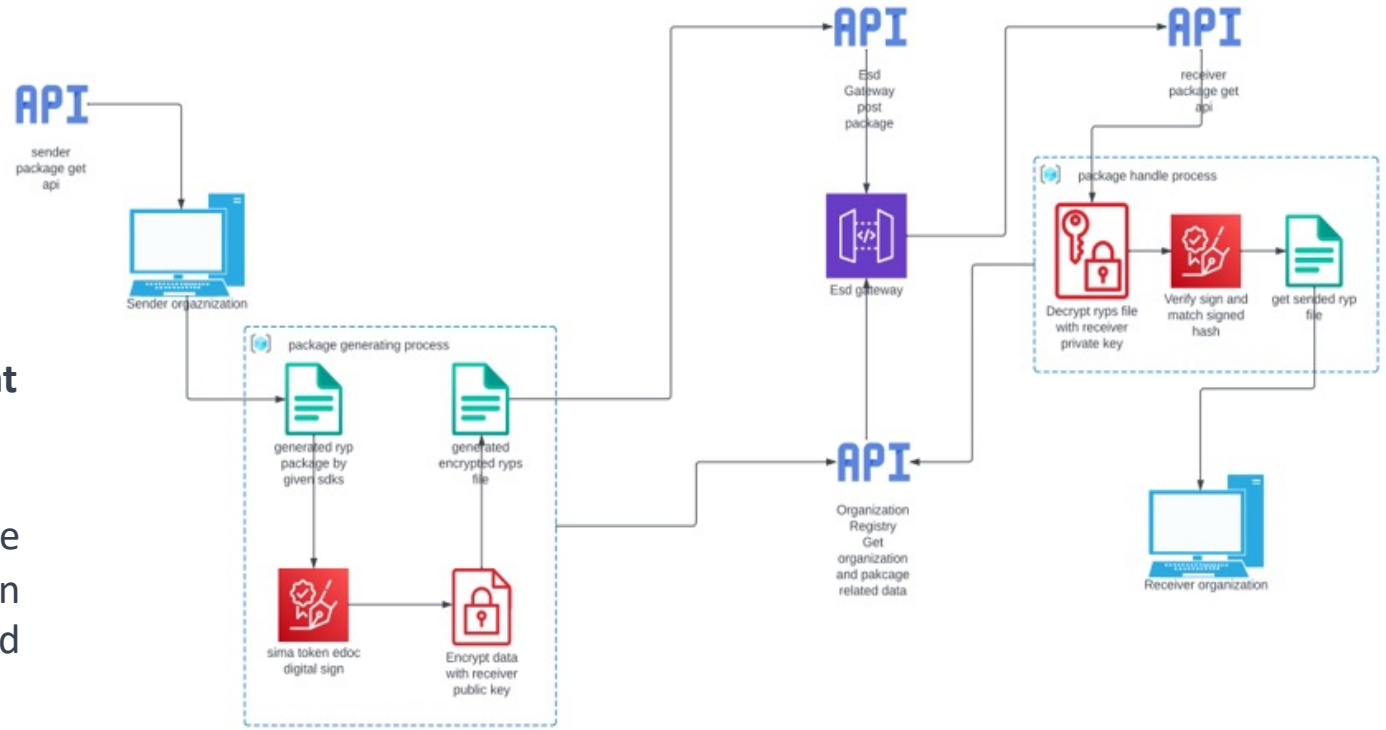
digital docs

13 CLIMATE ACTION
12 RESPONSIBLE CONSUMPTION AND PRODUCTION
15 LIFE ON LAND
16 PEACE, JUSTICE AND STRONG INSTITUTIONS
17 PARTNERSHIPS FOR THE GOALS

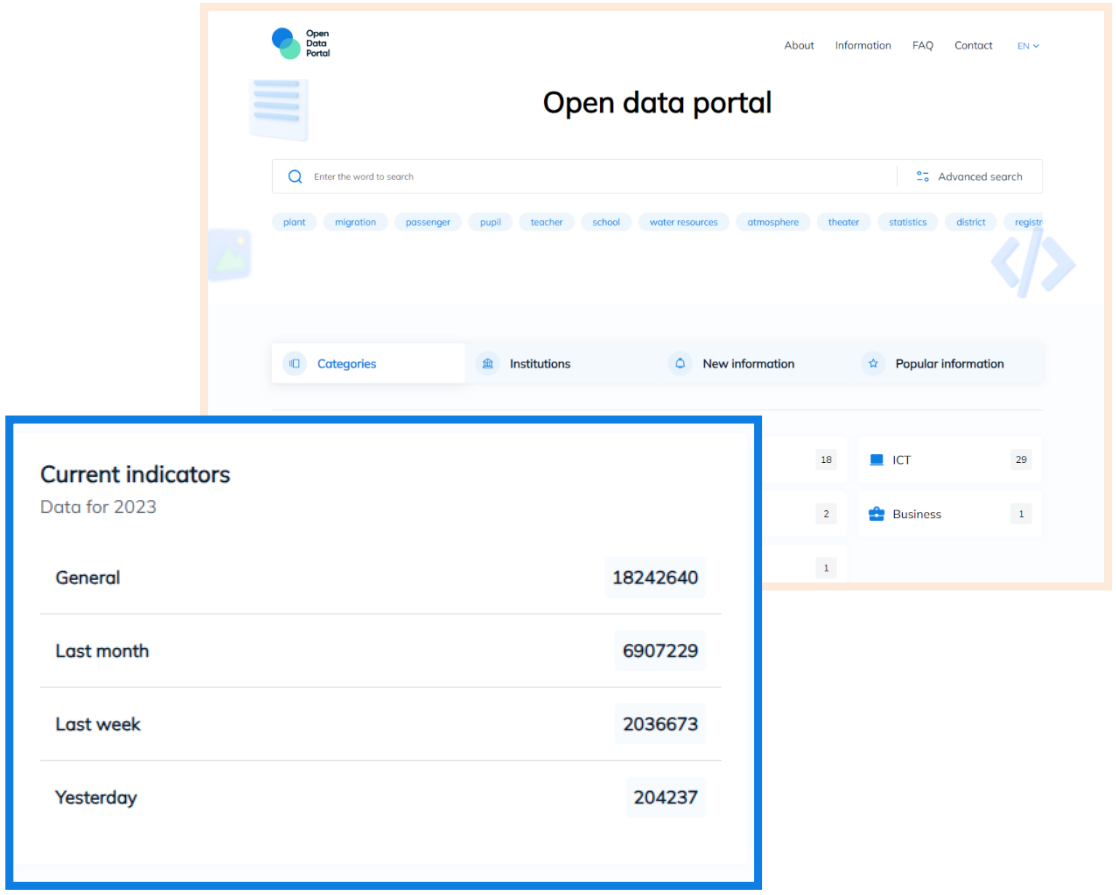
Mission

- ✓ **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 Portal



OPEN DATA

Open data is information that is accessible, usable, and re-shareable by everybody.

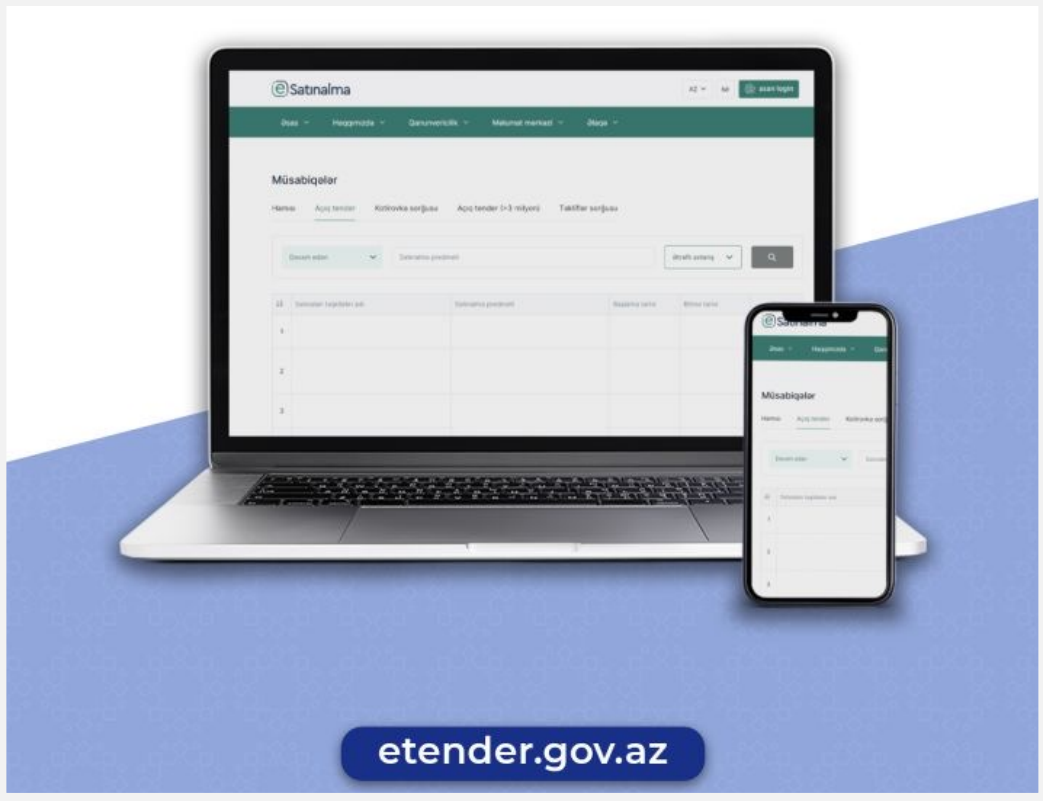
An open data portal is a system where these data are presented in human and machine-readable formats (JSON, XML, CSV, XLS, DOC, PDF).

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.

Azərbaycan Respublikasının
Dövlət Satınalmaları Elektron Portalı



eProcurement System

Announcements of forthcoming procurement

Active and expected announcements, Digital Financial Quote, e-Tenders

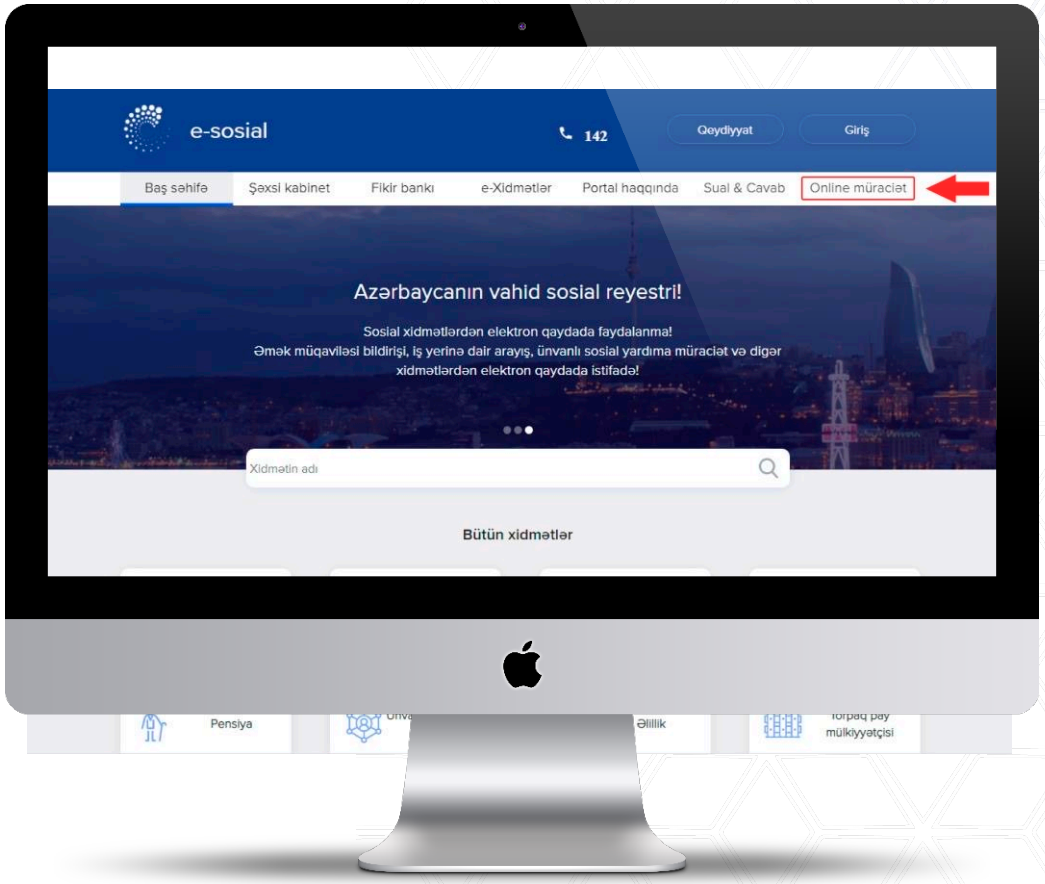
Information about the results of procurement

Value of contract, validity duration, parties, procurement method, signature date

Procurement Notifications

Contact person, Contact details, Reports, Untrusted suppliers, Digital Invoices

e-sosial



eSocial System

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

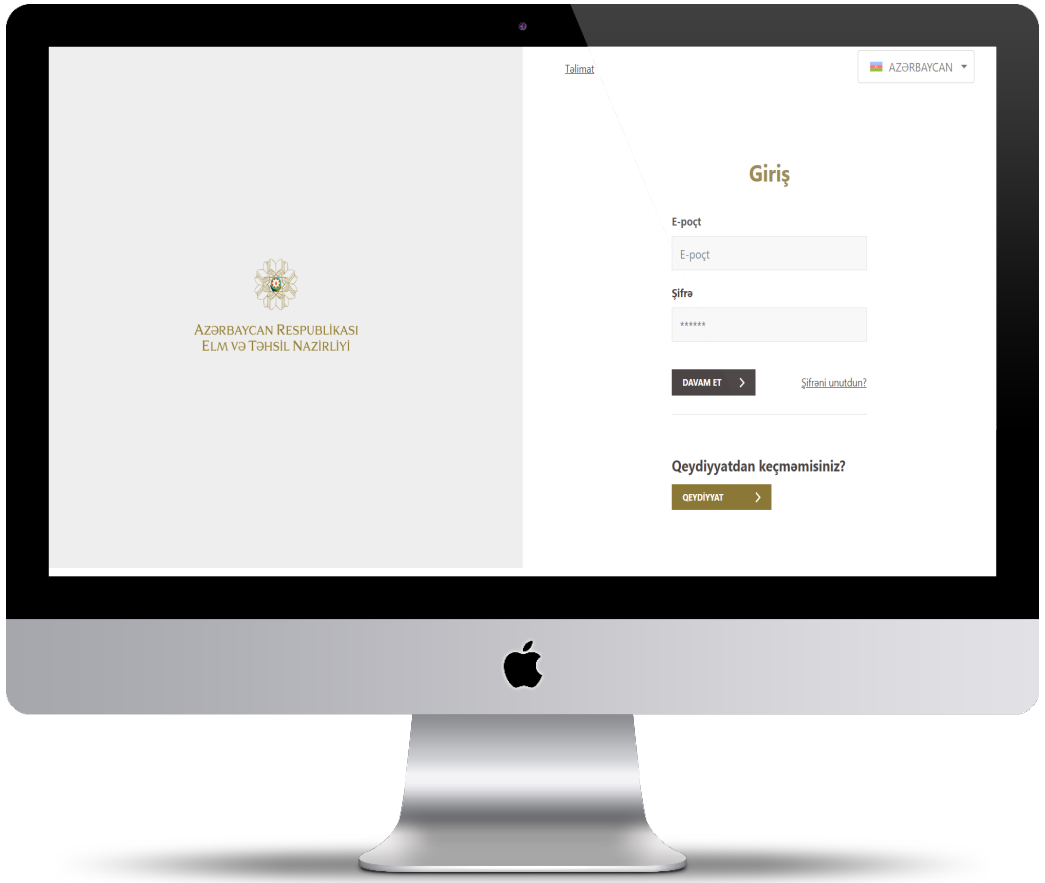
eCourt and Mobile Notary System

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

Mobile Notary
Power of Attorney: Vehicles, Banks, Social issues, Lawyers. History of past power of attorney. Status and managing the power of attorney

Expected Services
Land Title Registration and Certificate of conviction

AZƏRBAYCAN RESPUBLİKASI
TƏHSİL NAZİRLİYİ



eServices of Education System

Services for Education System

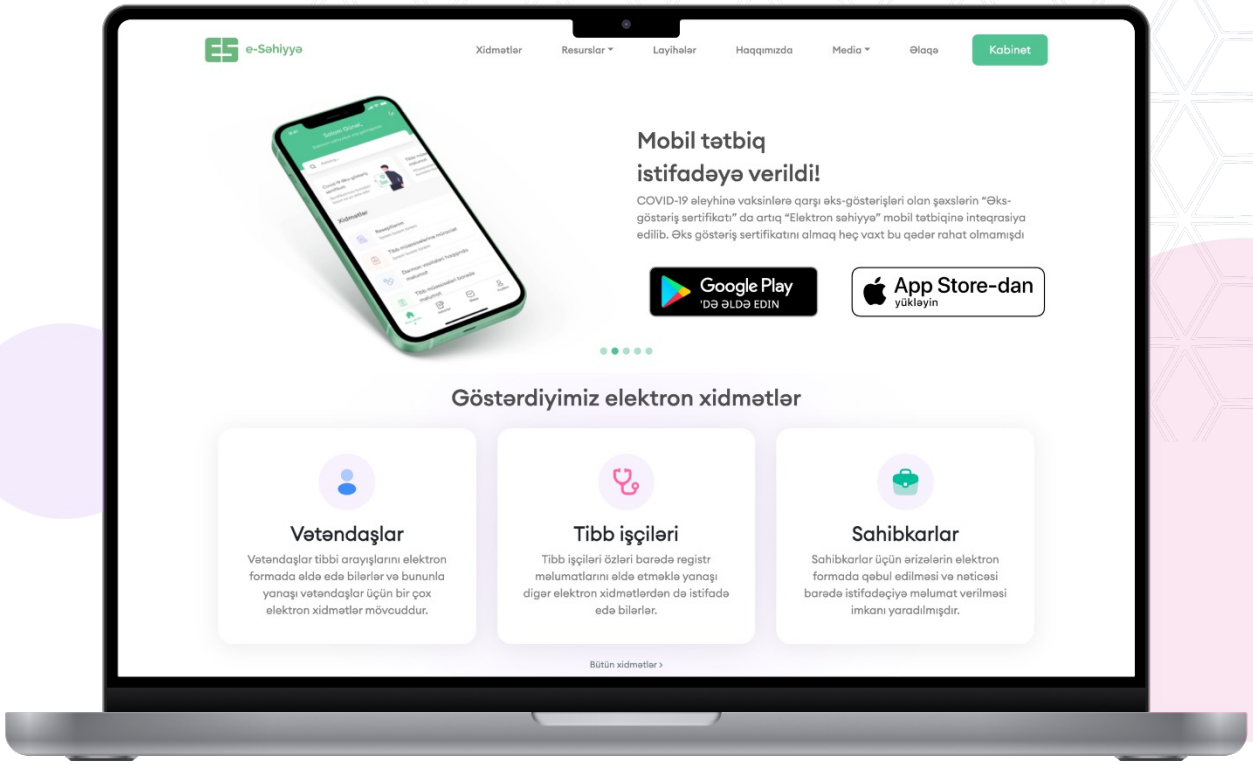
- Information and applications on scholarship opportunities in the field of education
- Online application for each level of secondary education
- Full online application for doctoral degree.
- Get a certificate online.
- Application for study abroad

e-Səhiyyə

eServices for Healthcare System

Services for Healtcare 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



Azərbaycan Respublikası
Ekologiya və Təbii Sərvətlər
Nazirliyi

eServices for Ecological System

Services for Ecological Issues

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

eServices for Agricultural System

Services for Agricultural Issues

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

ePolice of MIA

Security Issues

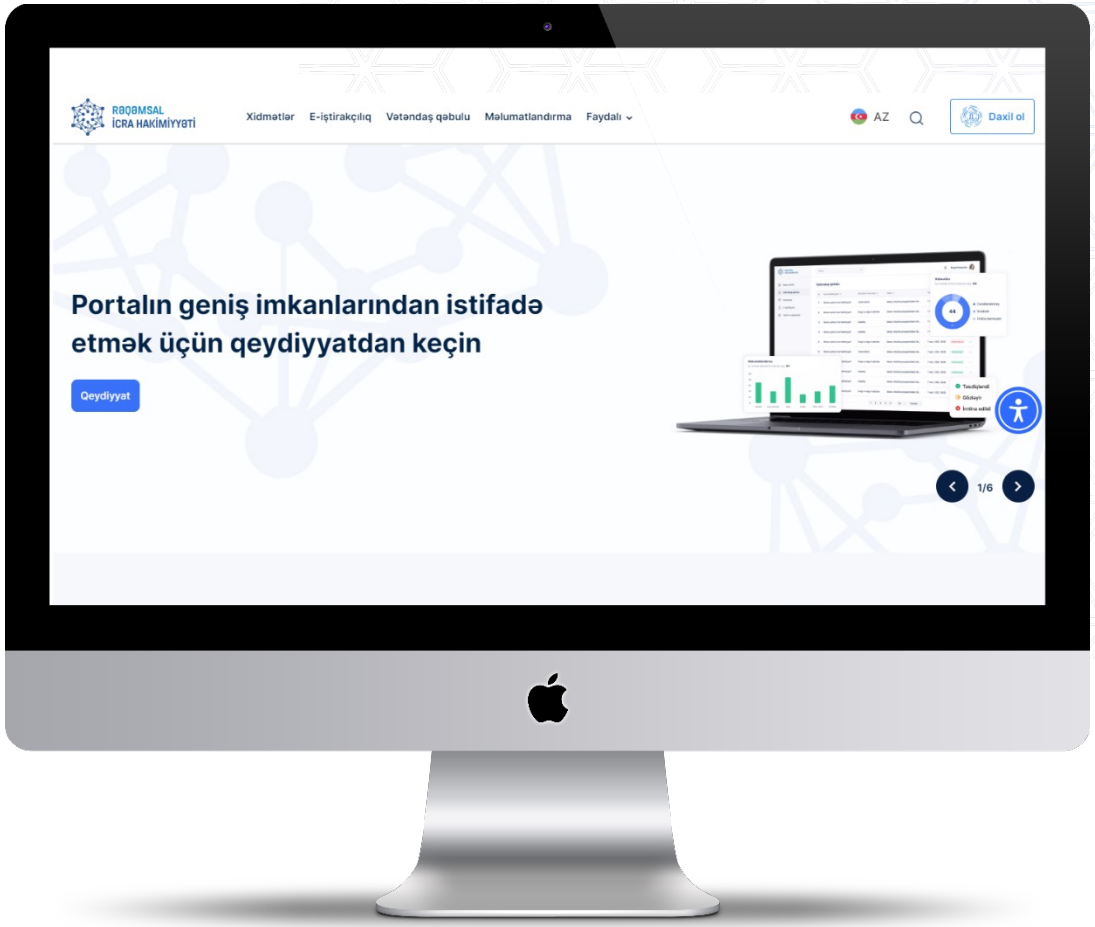
- Driving License Info
- ID Info
- Passport Info
- Power of Attorneys for Vehicles: info and application
- Certificates: past and active
- Vehicle Ownership information: vehicles on search, under arrest, traffic incident certificates, health insurance certificates caused by traffic incident.
- Location 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

RƏQƏMSAL
İCRA HAKİMİYYƏTİ

10 REDUCED INEQUALITIES
11 SUSTAINABLE CITIES AND COMMUNITIES
16 PEACE, JUSTICE AND STRONG INSTITUTIONS
17 PARTNERSHIPS FOR THE GOALS

RIH – Online Local Government

- Municipal government services through personal cabinets;
- Local e-Participation: Voting on initiatives, local consultation, citizen reception;
- User behavior analysis & statistics;



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THANK YOU!