

Ministry  
of Communications  
and Mass Media  
of the Russian Federation



**ФОРУМ** | **FORUM**  
**День ИКТ РОССИИ** | **RUSSIA ICT Day**  
г. Вашингтон | Washington, D.C.  
14 ноября | November 14  
2013 | 2013

# E-Government in Russia: we serve to improve people's life

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Deputy Minister of Communications  
and Mass Media of the Russian Federation



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Goals of e-government in Russia

Success story: where we stand now

Challenges and new perspectives



# E-GOVERNEMENT IS EASY AND USER FRIENDLY

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GOALS 2018:

**70%**  
**POPULATION**  
BENEFIT FROM ELECTRONIC  
SERVICES

**90%**  
**POPULATION**  
SATISFIED WITH PUBLIC  
SERVICES



**N 601**  
PRESIDENTIAL ORDER FROM MAY 7, 2012 ON ENHANCEMENT  
OF STATE GOVERNANCE

ELECTRONIC  
SERVICES

**N 210-FEDERAL LAW**  
FROM JULY 27, 2010 ON ORGANIZATION OF PROVIDING  
SERVICES TO CITIZENS



# KEY STRATEGY POINTS

1. E-GOVERNMENT SOFTWARE INFRASTRUCTURE

2. INVOLVE FEDERAL, REGIONAL AND LOCAL AUTHORITIES

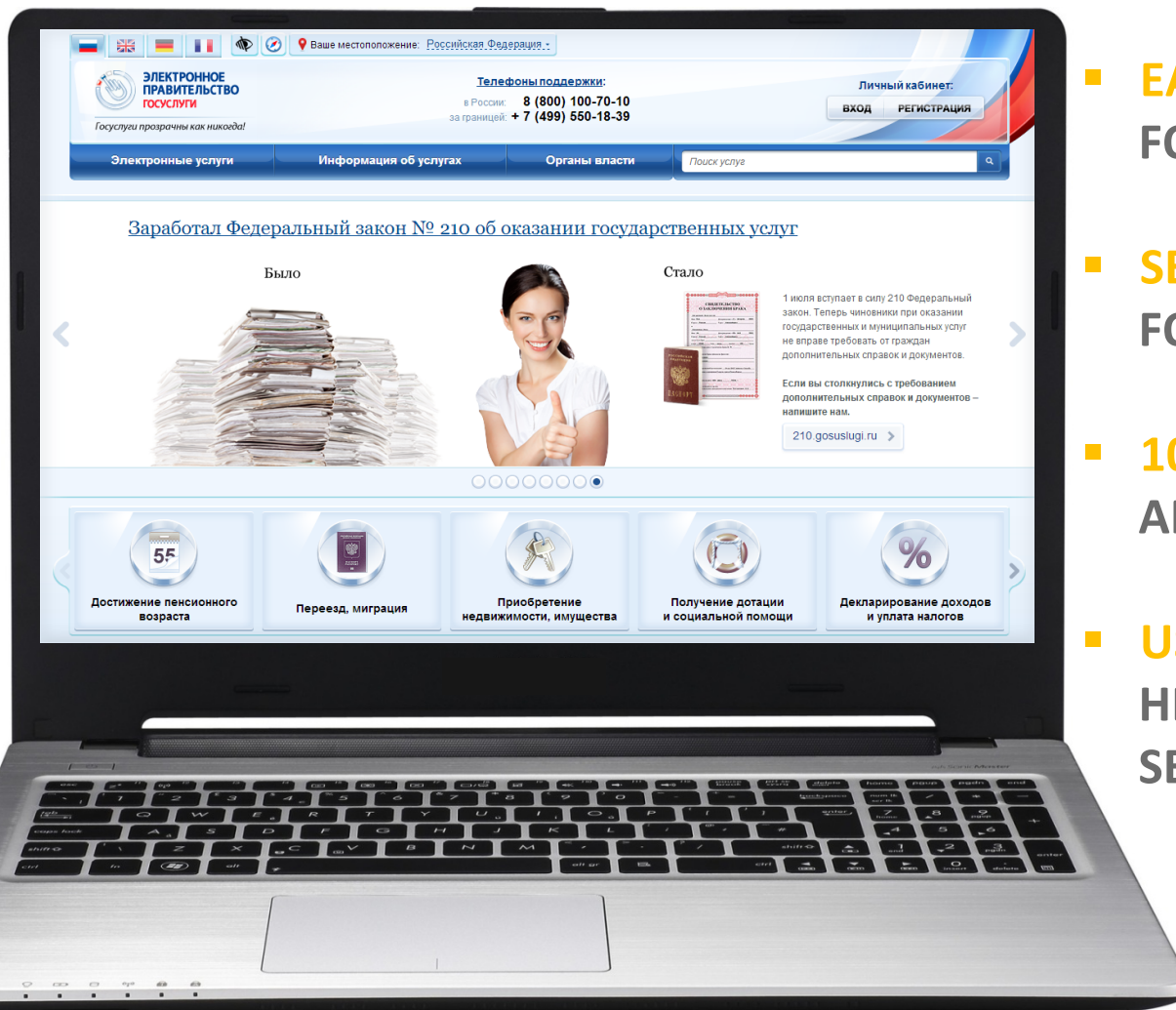
3. PUT CUSTOMER IN FOCUS





# E-GOVERNMENT WEB PORTAL IS VERY POPULAR IN RUSSIA

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- **EASY REGISTRATION**  
FOR INFO-SERVICES
- **SECURE E-SIGNATURE**  
FOR ESSENTIAL OPERATIONS
- **100K PUBLIC SERVICES**  
ARE AVAILABLE AT THE PORTAL
- **USER FRIENDLY NAVIGATION**  
HELPS TO LOCATE AND USE  
SERVICES



# FIRST RESULTS ARE ENCOURAGING

30m USERS



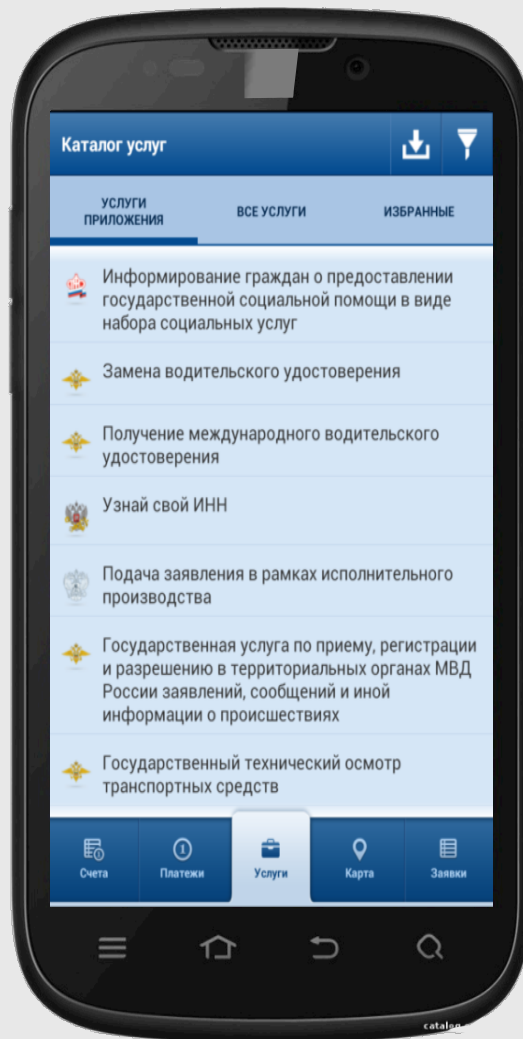
50m APPLICATIONS



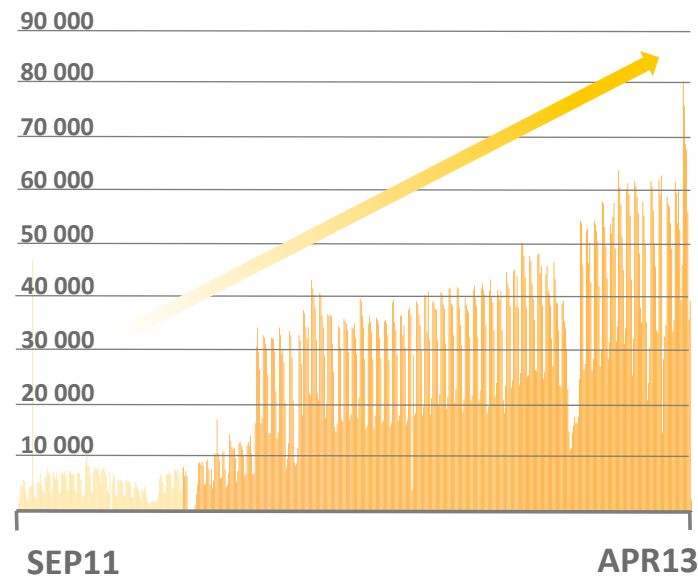
1m MOBILE APPS



100m HAPPY HOURS



## ■ USAGE IS GROWING RAPIDLY:

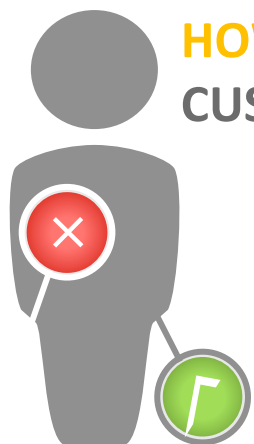




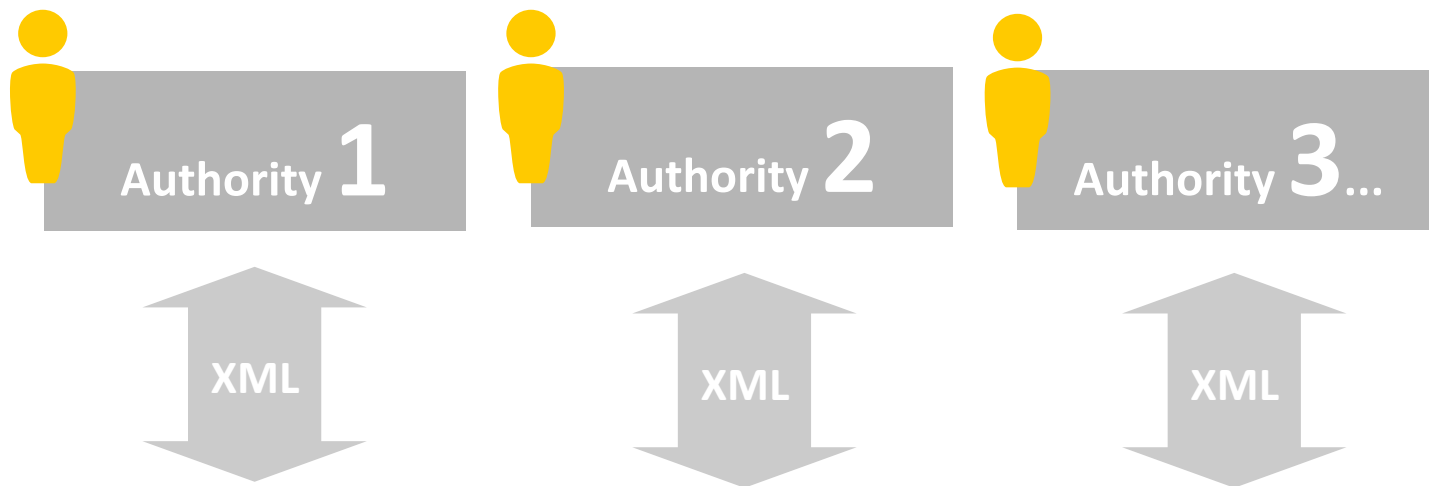


# GOVERNMENT DATA INTERCHANGE SYSTEM IS A KEY TO BUILD E-SERVICES

AUTHORITIES CAN EXCHANGE STRUCTURED DATA TO PROVIDE ONE-STOP SERVICE



HOW DOES IT IMPROVE CUSTOMER EXPERIENCE ?



Data interchange system (DIS)





# ONE-STOP SERVICES

## EXTRA PAPER DOCS ARE PROHIBITED BY LAW 9

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NO MORE NEED TO MAKE CUSTOMER BE A COURIER DELIVERING PAPER DOCS TO AUTHORITIES:



\* Federal law #210: Starting from 1<sup>st</sup> July of 2011, the law prohibits authorities to request from a person any documents that can be obtained from other authorities.

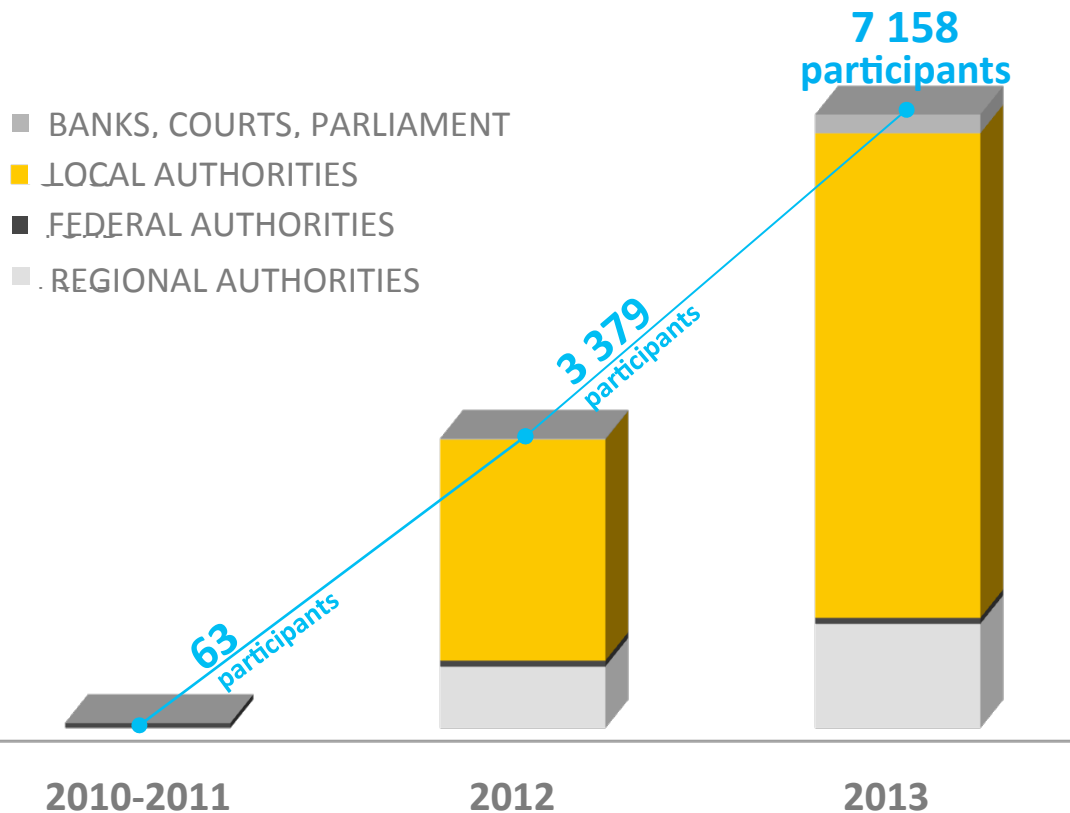


# DATA INTERCHANGE SYSTEM SPARES MILLIONS OF HOURS TO CITIZENS

10

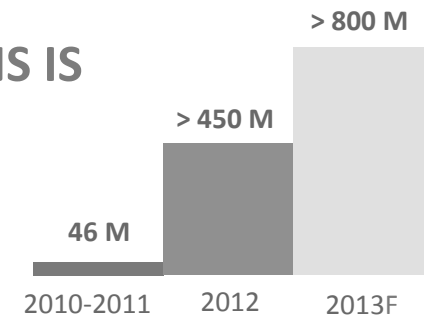
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HUNDREDS OF MILLIONS TRANSACTIONS AND THIS IS ONLY BEGINNING:



- ALL REGIONS ARE CONNECTED:  
**1216** REGIONAL AUTHORITIES  
**5653** LOCAL AUTHORITIES

- NUMBER OF DATA EXCHANGE TRANSACTIONS IS BOOMING





# MULTYCHANNEL PROPOSITION AND UNIFORM CUSTOMER EXPERIENCE

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## E-CHANNELS

Portal of e-services

Portals of authorities

Regional portals



## ON-SITE CHANNELS

Multi-functional centers

Authorities' offices



**DATA INTERCHANGE SYSTEM –  
GOVERNMENT INTEGRATION BUS**

**BACK-OFFICE IT SYSTEMS OF AUTHORITIES**

SINGLE SIGN-ON

SINGLE ELECTRONIC PROFILE

UNIFORM ON-LINE PAYMENTS

TIME SLOT RESERVATION FOR PERSONAL VISIT

SYSTEM FOR PRE-LEGAL CLAIMING PROCESS

DATA INTERCHANGE SYSTEM

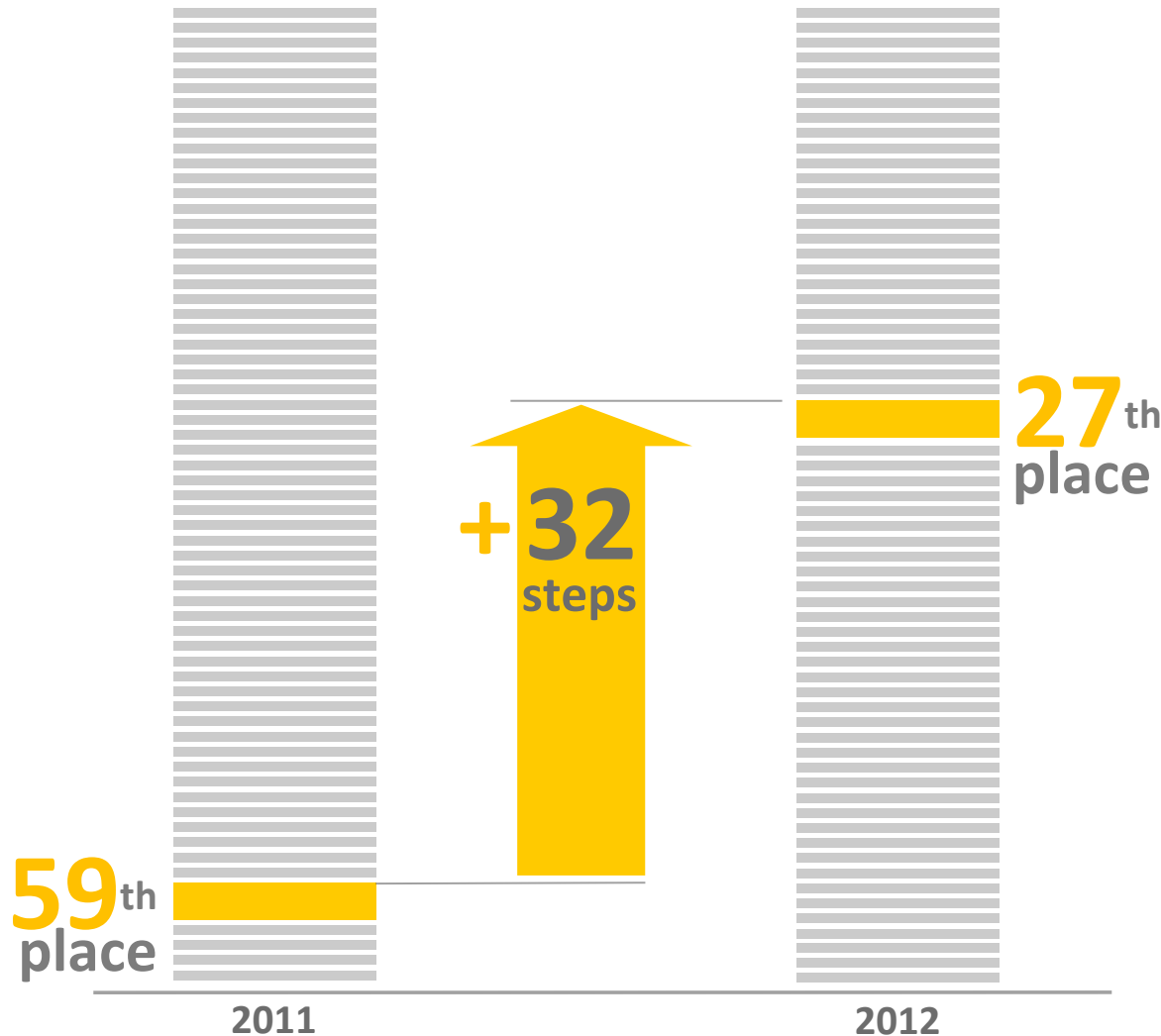


# E-GOVERNMENT DEVELOPMENT INDEX OF RUSSIA IS GOING UP

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+32 STEPS IN ONE YEAR:



This is good result  
but we still have a  
lot to improve

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Thank you!