Building E-Government in Russia: Step Towards Digital Economy

Purpose: Information
Submitted by: Russia
Building E-Government in Russia: step towards Digital economy

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**E-government concepts’ transformation in Russia**

**Federal Targeted Program "Electronic Russia":**
- E-gov infrastructure developed
- E-services portal launched (gosuslugi.ru)

**State Program "Information Society":**
- Regional e-gov services massively developed and launched
- Industry-specific e-services developed (e.g. healthcare, utilities)

**State Program “Digital Economy of Russian Federation”:**
- Proactive end-to-end e-services for life and business
- Biometric identity solutions
- IoT data for decision making

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**Users of E-services portal (gosuslugi.ru), mln**

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users</td>
<td>3,6</td>
<td>6,9</td>
<td>13</td>
<td>22,5</td>
<td>40</td>
<td>+25 mln</td>
</tr>
</tbody>
</table>

**E-services ordered, mln**

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-services</td>
<td>7,1</td>
<td>13</td>
<td>17,7</td>
<td>51,2</td>
<td>380</td>
<td>1200</td>
</tr>
</tbody>
</table>

**Intergovernmental Electronic Interaction System (СМЭВ), bln**

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Users</td>
<td>0,53</td>
<td>1,6</td>
<td>4,3</td>
<td>7,4</td>
<td>9,7</td>
<td>20,7</td>
</tr>
</tbody>
</table>
## Russian e-government infrastructure

**Users**
private users (residents), business, non-residents, etc.

**E-services Portal**
gosuslugi.ru

**Intergovernmental Electronic Interaction System (СМЭВ)**

**Identification & authentication**

**Payments**

**E-services’ management**

**User support**

**QoS management**

**Regional segments**

**Industry-specific systems**

**ICT-infrastructure**
Basic services ensure e-gov to be open and data-centric

Each e-service contains several basic e-gov services

- Identification & authentication (incl. biometry)
- Digital rights management (incl. access control)
- Document integrity control
- Digital signature validation
- Delivery confirmation
- Trusted time tag

Applicable for common life situations
2024: Data-centric open e-government infrastructure

Common life situations to be fully covered by e-government solutions in 2024

End-to-end services

1. Proactive solutions
2. Standardized common life situations
3. Exterritorial delivery of services
4. Omni-channel interactions
4.1. Personification
4.2. Seamless channels transition
5. Automatic delivery of selected e-services (incl. smart contracts approach)
6. IoT tech usage for remote data collection
7. E-services commercialization
7.1. PPP in e-gov (pay as you use)
7.2. Pay for e-gov API (basic services)

Gov and commercial services bundling
2024: e-service for most common life situations

Example: childbirth registration in 2024

- Birth certificate issuance
- Compulsory health insurance certificate purchase
- Place of residence registration
- Provision of childbirth allowances
- Travel documents (passport) procurement
- Kindergarten registration

in just one click
E-Government key performance indicators in 2024

- % of e-services: 40% in 2018, 70% in 2024
- % of citizens satisfied with e-services (NPS level): 60% in 2018, 90% in 2024
- Number of common life situations fully covered by e-services: - in 2018, 15% in 2024
- % of e-documents in governmental document exchange: 2% in 2018, 70% in 2024
Thank you!