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E-GOVERNMENT IN BELARUS: HOW TO OVERCOME THE INERTION OF INFORMATIZATION

Policy paper

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1. RESUME

The completion of the state program of informatization of the Republic of Belarus in 2003 – 2005 and prospectively till 2010 “The Electronic Belarus” became an important step in establishment of some components of e-government in the country: telecommunication infrastructure has been developing; important state informational systems were created; legal acts and other normative documents were developed and adopted. Nevertheless, the Republic of Belarus changed the position of the “follower” of 2008 to the position of “catcher” in 2010. The main problems are of non-technological character; these are the issues of establishing proper conceptual and legal base for administration of processes of electronic communications between citizens and state bodies. In order to overcome the inertia of informatization and to create and implement effective projects in this sphere we need to develop the integrated concept of e-government with clear accents on providing services to citizens, development of regulatory framework, formation of open resource for broadening the expert base, and organizing the public control as an effective monitoring on the basis of international methodologies taking into account the qualitative characteristics of e-government.

2. INTRODUCTION

The completion of the state program of informatization of the Republic of Belarus in 2003 – 2005 and perspective till 2010 “The Electronic Belarus” became an important step in establishment of some components of e-government in the country:

- telecommunication infrastructure has been developing;
- important state informational systems were created;
- legal acts and other normative documents were developed and adopted.

The results of implementation of this program show that the process of introduction of information society technologies into the state bodies’ work goes successfully. As a result it is not only the index of electronic readiness of Belarus is increasing, but also the lag with the average European index became decreasing. (Table 1; Table 2).

The level of Internet penetration in Belarus is reaching 50%, and it means that the task of organizing the effective electronic communications between the citizens and state bodies became more and more topical.

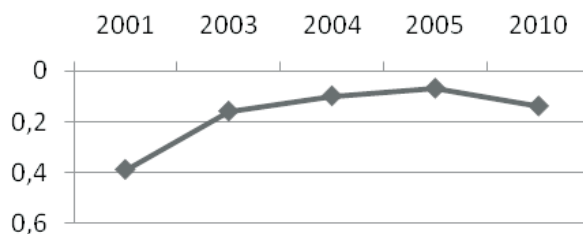


Table 1. The index of e-government for the Republic of Belarus (difference with the average rate in Europe) [UNDESA, 2001, 2003, 2004, 2008, 2010]

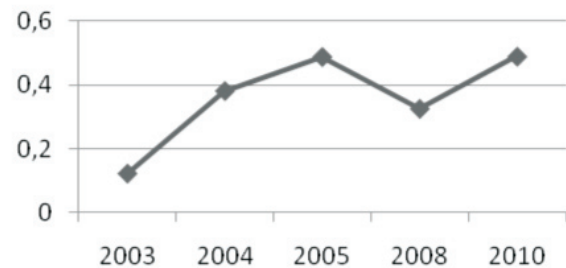


Table 2. The general index of e-government for the Republic of Belarus [UNDESA, 2001, 2003, 2004, 2008, 2010]

Nevertheless, as shown by the analysis of the development of the state electronic services done by Belarusian experts on the basis of classification of all the countries as leaders, followers, catchers or outsiders, the Republic of Belarus changed the position of the “follower” of 2008 to the position of “catcher” in 2010.

The main problems are of non-technological character; these are the issues of establishing proper conceptual and legal base for administration of processes of electronic communications between citizens and state bodies. Regarding this there is a necessity to define such directions of strategic planning that would let Belarus to pass “the point of no return” in the process of implementation of the complex project of electronic government seen as an optimization of management processes, provision of services, political participation of citizens with the help of informational and communication technologies (ICT).

3. THE E-GOVERNMENT: MODELS AND CONCEPTS

Nowadays there is a general understanding of electronic government as a program of transformation of public administration (with the help of ICT); and the number of principles of strategic planning in this sphere is formulated: accessibility and individualization of services; accountability and transparency of state bodies' activities; informing and ensuring active participation of citizens in political process; broadening the rights of representative bodies; free exchange of information.

The notion of electronic government was introduced to political discourse in the 90s of the XX century. The basis of e-government projects was the model of interaction of state, business and client (citizen) in electronic space and the concept of «networked public sector» [Heeks, 2002; Tapscott, 1999], as well as the concept of good governance. The latter one includes such principles as the rule of law, equality, consensus orientation, citizen participation in public decision-making, efficiency (administrative processes in a reasonable time involve all the interested parties and give them opportunity to participate), and effectiveness (the authorities produce the results that meet public expectations and, at the same time, perform the best use of resources at their disposal, taking care of the reproduction of these resources), transparency and accountability [UNDP, 1997].

Despite the running discussion on the essence and interconnection of the notions of electronic government and electronic administration, in political practice they are often used as substitutes, since they both include common general components: more effective government, providing services to citizens and improvement of democratic process on the basis of use of information and communication technology. At the same time the e-government projects are usually seen as a part of system transformations of state administration including administrative reform, public service reform and reorientation of the state to serving citizens and business [Kulik, 2011].

The main qualitative indicators of electronic government become:

- accessibility and individualization of services provided by the state to citizens, organizations, and companies;
- accountability and transparency of state bodies' activities;
- informing and ensuring active participation of citizens in political process;
- broadening the rights of representative bodies;
- free exchange of information [Ivanova, 2008].

Taking into account different combinations of listed characteristics a number of models of implementation of e-government projects was constructed. Their main aim is monitoring the processes of transformation of state administration on the basis of using ICT globally. The result of this monitoring appeared as a publication of reports on status of e-government projects prepared by international organizations and analytic centers [Al-Hashmi, 2008].

The analysis of the results achieved in different countries, the preparation of new programs of development of information society and electronic government, the development of academic research in this field resulted both the shift of traditional directions of e-government projects, and introduction of fundamental conceptual innovations.

So the basis of strategic planning in the most countries is determined by the focus on citizens interpreted as (1) client-oriented, focused on the needs of citizens and organizations; (2) requiring the preparation of citizens in order to stimulate the demand for electronic communication; (3) providing the high level of trust of citizens and organizations.

The first case stresses that from the point of view of user (citizen or organization) the state is a “black box” which provides individualized services or products; the users of state services apply for them in accordance with their life episodes, that are the situations when the need in state bodies' help occurs (e.g. marriage, building a new house, getting social transfers).

In the second case the main tasks are to educate citizens in media and communications, to liquidate the digital inequality and to promote electronic transactions.

The third necessary element of this approach is trust which is secured by transparency of governmental operations and provision of protection of personal data being automatically processed.

The necessity to maximize the return on enormous costs on implementation of e-government projects determined the introduction of new conceptual elements: open data and using different internet application which are not pure state resources [Traumüller, 2009].

The open data is the state data in digital format open to use commercially and non-commercially. The experts say that openness of state data becomes stable trend nowadays. For example, the British government in cooperation with NGOs (Open Knowledge Foundation and MySociety) supports the resource of open state data that may be found at <http://data.gov.uk>. In the USA in December 2009 the instruction was published which prescribed to the state bodies within 45 days to publish atleast 3 valuable databases [Grebnev, 2010; Tauberer, 2009; Malamud, 2010; Fing, 2010].

In this way the e-government supports the new paradigm of administration focused on citizens. It was formed as a result of rethinking the approaches on modernization of state sector in the era of Internet. [Petrov, 2007]. In spite of the differences in national contexts, several common principles of strategic planning of e-government projects were formed:

- improvement of the ways to provide state services to the population and business;
- increasing the level of participation of citizens in public administration processes;
- support and broadening of self-service of the citizens;
- increasing the technological awareness and qualification of citizens;
- decreasing the influence of the geographical allocation factor [Ivanova, 2008].

4. THE BELARUSIAN PROFILE OF ELECTRONIC GOVERNEMENT

The technocratic approach, focus of state needs, absence of integrated concept of electronic government are the main obstacles to overcome in order to avoid “programming the lag” of Belarus.

Informatization of production and administration: the technocratic approach

The preparation and implementation of different components of electronic government have been carried out in Belarus simultaneously with the rest of post-Soviet space since 70s, when the national system of accounting and processing of information had been started to develop. Its aim was to automatize the administration of USSR economy.

In the 80s as an alternative to non-marxist approaches of the theories of information society the concept of informatization policy appeared in USSR. Till now it determines the basis of programs of using ICT potential for social and economic development.

The adoption in 2010 the Strategy of Development of Information Society in the Republic of Belarus for the period till 2015 [the Council of Ministers, 2010] did notlead to fundamental rethinking of priorities, since the document is mostly adapting the directions of work of Tunis Agenda for Information Society adopted at the second stage of the World Summit on Information Society (2005) [UN, 2005]. In March 2011 the Council of Ministers approved the National Program for the Accelerated Development of Services in the Sphere of Information and Communication Technologies for 2011 – 2015 which included the subprogram “Electronic Government”. The structure of the document itself showed that informatization with the focus on technocratic aspects is the ground of strategic planning of the electronic government in Belarus. (See Annex 1. The subprogram “Electronic Government” (Republic of Belarus, 2011), the Concept of Establishment of Electronic Government in the Russian Federation (2008)).

The implementation of the state powers electronically: “state e-government”

Namely within the frames of the above described approach took place the development of the state programs,laws and norms regarding the implementation of e-government in Belarus.

These documents focus mostly on creation of national electronic allocated document management and processing system, on requirements for state bodies' web sites, regulation of administrative procedures etc. State-centered and technocratic approaches in establishment of elements of e-government become obvious when analyzing priorities in this field which are fixed in the programs of informatization (Table 3.)

Table 3. *The priorities of informatization in the field of state administration 1999-2010.*

The Concept of Informatization [the President, 1999]	“The Electronic Belarus” [the Council of Ministers, 2002]
The provision of rights, technical and economic opportunities of access to information resources for all the categories of users	The development of telecommunication infrastructure and creation of access points to open information systems.
The provision of establishment of state information resources by means of creation of effective system of accounting and processing information, systems of standardization, certification and quality control of information products and networks.;	The establishment of national information systems aimed at accounting, processing and accumulation of information on the main elements of social, economic, and political processes in the society, as well as for forming the relevant national information resource.
The provision of information security of the state,legal entities and individuals, the protection from unreliable information, the protection of commercial secret and state secret, the protection of personal data;	The establishment of national automatized information system. The improvement of activities of state bodies with the help of ICT.
The control over efficiency of the process of informatization of state institutions and spending budget funds for this purpose.	The improvement of information security system taking into account the Concept of the National Security.

As a result the main feature of the large implemented projects is the focus of state institutions on their own needs. The best proof is the Unified portal of state services and (<http://portal.gov.by/>) and websites of ministries and other institutions. A citizen would see there long lists of administrative procedures – actions of authorized bodies “done on the basis of application of the interested party” ending with the “issue of reference or other document..., or registration or record of the interested person, his/her property, or provision of funds, other property and (or) services at the expense of republican or local budget, state off-budget fund, out of republican or communal property” [the Chamber of Representatives, 2008-1].

The analysis of “Electronic Government” subprogram shows that in spite of introduction of such an element as “provision of electronic services by means of different access point of modern network infrastructure”, the main focus of the program is implementation of state powers electronically, since:

- in the subprogram there is no definition of state service;
- the notions of state electronic service, information service, administrative procedure are used extremely unsystematically;
 - there are no references that comfort and needs of citizens are crucial in forming the pack of services on the principle of “life situations”, not the implementation of existing administrative procedures;
 - the effect of implementation of the program for citizens is being measured only quantitatively (decreasing the administrative burden on population and business, decreasing the number of application to state bodies for their services, decreasing the time of waiting);
 - the results expected mainly concern state organizations and organizations “which use global computer network for getting information from state bodies or providing information to state bodies”.

The program without concept

The documents regarding the implementation of e-government project components can be characterized as technocratic and focused on state needs, and also not systematized conceptually. None of them gives any definition of very important notions from the point of view of strategic planning such as “electronic government” and “state service”. Moreover, the electronic government, from the one hand, becomes in a strange way a subprogram of service development in the field of information technologies understood as a “development and realization of program products, providing services related to consulting, implementation and support of IT, including execution of functions of support and maintenance of information systems and IT-infrastructure, as well as development of software on request”. From the other hand, the “Electronic government” subprogram implies such tasks (or their customization in this sphere) as “establishment of the system of electronic services in the sphere of social welfare”, “creation of free electronic medical resources”, some measures “to increase level of computer literacy of civil servants and the population in general”, “improving the system of interaction of state and business in the sphere of informatization” etc. [The Council of Ministers, 2011].

The above-listed conceptual shortages did not let the authors of the program to formulate the priorities and criteria of evaluation of systemic effect of the program implementation. As a priority in implementation of subprogram activities they put “finalization of work on creation and development of basic components of electronic government infrastructure, as well as work on establishment of state system of electronic services provision”. Even taking into account its further specification, this task seems to be too abstract to be seen as a priority.

The same problems one can see in definition in the subprogram the mainlines of development of monitoring and forecasting system in this field. It concerns primarily the UN index of electronic government (with the sub-index of web-services). First of all, the indicator within the world rating gives almost nothing for clear analysis of situation in the country, and for defining specific problems and priorities. Secondly, the rating is made on the basis of a limited number of indicators. In particular, web services sub-index is calculated on the ground of only 6 resources (the government and 5 ministries responsible for education, health care, social welfare, labor and employment, finances). It is obvious that it is far from enough in order to adequately understand the situation in the country.

These aspects of informatization policy (the technocratic approach, focus of state needs, absence of integrated concept) determine the specific character of strategic planning in the sphere of electronic government in Belarus. It contradicts seriously the concept of maximization of transformational effect of information and communication technologies. Overcoming the inertia of informatization is a chance to move the country into a cluster of followers, and furthermore even leaders in the field of electronic government project implementation.

5. THE SUBPROGRAM «THE ELECTRONIC GOVERNMENT» IS PUBLISHED: WHAT COMES FURTHER?

The development of integrated concept of electronic government with the focus on providing services to citizens, providing the regulatory framework, creation of open resource for expert network broadening, organization of public control as an effecting monitoring system on the ground of international methodology would create the necessary conditions to overcome the inertia of informatization and therefore to develop and implement effective projects.

Belarus has come along way of implementation of information society technologies into the sphere of public administration and e-government. The publication of the strategy of establishment of electronic government as a subprogram of “The National Program for the Accelerated Development of Services in the Sphere of Information and Communication Technologies” from the one hand shows that the necessity of integrated approach is understood, but from the other hand it indicates conservation of technocratic and state-centric approach provided by “the policy of informatization”.

In such situation it is impossible to move forward without developing the concept and systematic project of electronic government in correspondence with the best world practices.

They are based on the following principles:

- the electronic government changes fundamentally the relations between the state (and the sense of it) and the citizens, they become clients and deserve respect and trust;
- the electronic government requires equal and partner relations between the state and the citizens;
- transition from the model of the isolated ministries to integrated government [Bunchuk, Petrov, 2007].

This is why in Belarusian context the concept of citizen-focused government along with infrastructure development and state informational systems and resources establishment tasks should include also:

- a clear definition of electronic government as a ground for vision of what is planned to be achieved;
- priorities and segmentation of the goals as short-term and long-term ones (it is especially important taking into account the level of complexity of the tasks described in the subprogram “The Electronic Government”);
- a chapter devoted to current needs of business and citizens, and actions to form the demand for electronic services of the state;
- a definition of groups of services that should be converted to electronic format first of all, and the task of their integration up to level of life situations and business situations;
- issues of modernization of execution of state functions in the spheres of control, supervision, forecast, regulation within the frames of e-government establishment;
- the ease of service and their efficiency from the point of view of business and citizens as the basic criteria of evaluation of e-government;
- a national standard of media-literacy of citizens, including civil servants, that has to be harmonized with the international standards;
- a clear definition of directions of the strategic partnership with the civil society and business community.

The next step is **provision of regulatory framework related to the concept of e-government which is focused on citizens**. A deep analysis of current legislation is needed with the subsequent proposition of recommendations and changes in order to diminish the legal barriers for implementation of such a concept. But it is already clear that the first measures regarding this are the following:

- normatively defined notions of electronic government and state service;
- creation of the draft law on provision of access to information on state bodies activities;
- signing the Convention of the Council of Europe “On the Protection of Individuals with regard to Automatic Processing of Personal Data”.

In terms of complex approach to electronic government establishment it would be productive to adopt a special law on e-government for unification of several connected issues in one document.

The development of this concept and the related legislation would let to begin **to form the system of services for citizens** which would be based on classification of users, user-defined requirements to the services, and the general

principles of service provision (the classification of the services, the hierarchy of requirements, the priorities).

Nowadays in Belarus there is no publically available knowledge base containing deep analysis of results, causes, successes and failures of project implementation, experiences and practices in the field of e-government. That is why there is a task **to create an open thematic resource adapted to the needs of users and regularly updated**. It should contain well-ordered thesaurus of terminology, the main directions of monitoring and assessment, the analysis of results, the discussion of the key issues, etc. It would give an opportunity:

- to involve actively professionals and experts of social sciences, humanities and public administration into development of the concept and projects of e-government; to provide an opportunity to them to participate officially, fully and openly in such projects;
- to pay attention to the issue of knowledge management and analysis of the best practices in the field of electronic government, and to create, in particular, a network of competences in this sphere;
- to organize regular thematic events for citizens and to fix the real demand for e-government services.

Since the establishment and development of e-government is a continuous process of improving public administration, it becomes especially important to monitor and evaluate it, to fix the trends and effectiveness of the projects. The position in international rating and correspondence to fixed quantitative indicators as it is described in "The Electronic Government" subprogram can hardly provide a solution to the problem formulated above. The alternative is to define specific tasks and people responsible for monitoring taking into account existing financial, institutional and other limits.

In order to provide performance and keep focus on the needs of users it is necessary to hold:

- 1) a monitoring of electronic maturity;
- 2) a monitoring of priorities of e-government services [example: Abramychev, 2011];
- 3) a monitoring of the needs of state bodies in automation of their activities, the level of readiness to provision of services electronically [example: Assistance Center, 2009];
- 4) expert surveys [example: Assistance Center, 2009-1];
- 5) a rating of the development of e-government by regions [example: The Federation Council Commission, 2010];
- 6) a systematic monitoring of state web sites [example: the Institute for Information Freedom Development, 2011];
- 7) a monitoring of the quality of the state electronic services provision [example: the Department of State Regulation, 2010];
- 8) a monitoring of user satisfaction [example: Lorinch, 2009].

This multi-faceted monitoring of the implementation of e-government projects became possible due to the active involvement of nongovernmental organizations' resources. For example, in Russian Federation there are organizations like "Center for Assistance and Advice in the Field of Electronic Government in the Region", Institute for Information Freedom Development etc. which are involved into such partnerships as assisting and consulting organizations. Besides this, this monitoring, done with the help of nongovernmental actors, containing free and publically available results, is also:

- a prerequisite for effective public monitoring of the implementation of programs and results of projects;
- a means of attracting public attention and, consequently, stimulation of demand for electronic interaction with government agencies.

6. CONCLUSION

The process of introduction of information society technologies into the state bodies' work goes successfully in Belarus. But the technocratic approach, focus of state needs, absence of integrated concept determine the specific character of informatization policy in Belarus and contradict seriously the concept of maximization of transformational effect of e-government projects. The country has shown significant achievements in infrastructure development, and state information systems and resources development. Nevertheless, strategically the Republic of Belarus changed the position of the "follower" of 2008 to the position of "catcher" in 2010. The problem is compounded by the fact that recently adopted "The Electronic Government" subprogram, despite the renovated rhetoric with the new notion of "information society", remains mostly state-focused.

In this situation in order to overcome the inertia of informatization and to implement effective projects in this sphere the necessary steps are:

- **the development of the integrated concept of e-government with clear accents on providing services to citizens;**
- **the development of regulative framework**
- **the formation of open resource for broadening the expert base**
- **organizing the public control as an effective monitoring on the basis of international methodologies taking into account the qualitative characteristics of e-government.**

The concept of citizen-focused government along with infrastructure development and state informational systems and resources establishment tasks should include:

- a clear definition of electronic government as a ground for vision of what is planned to be achieved;
- priorities and segmentation of the goals as short-term and long-term ones (it is especially important taking into account the level of complexity of the tasks described in the subprogram "The Electronic Government");
- a chapter devoted to current needs of business and citizens, and actions to form the demand for electronic services of the state;
- a definition of groups of services that should be converted to electronic format first of all, and the task of their integration up to level of life situations and business situations;
- issues of modernization of execution of state functions in the spheres of control, supervision, forecast, regulation within the frames of e-government establishment;
- the ease of service and their efficiency from the point of view of business and citizens as the basic criteria of evaluation of e-government;
- a national standard of media-literacy of citizens, including civil servants, that has to be harmonized with the international standards;
- a clear definition of directions of the strategic partnership with the civil society and business community.

In order to provide the necessary regulatory framework which would correspond the citizen-focused concept of e-government it is necessary first of all:

- to define normatively the notions of electronic government and state service;
- to create the draft law on provision of access to information on state bodies' activities;
- to sign the Convention of the Council of Europe "On the Protection of Individuals with regard to Automatic Processing of Personal Data".

The quality of e-government projects would depend significantly on whether it would be possible

- to create an open thematic resource adapted to the needs of users and regularly updated. It would give an opportunity to involve actively professionals and experts of social sciences, humanities and public administration into development of the concept and projects of e-government; to provide an opportunity to them to participate officially, fully and openly in such projects;
- to develop sufficient system of assessment and monitoring that would give an opportunity to evaluate the effectiveness of different projects from the point of view of citizens.

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ANNEX 1. THE SUBPROGRAM «THE ELECTRONIC GOVERNMENT» (THE REPUBLIC OF BELARUS) AND THE CONCEPT OF FORMING THE ELECTRONIC GOVERNMENT OF THE RUSSIAN FEDERATION

	The subprogram «The Electronic Government» [the Council of Ministers, 2011]	The Concept of Forming the Electronic Government of the Russian Federation [The Government of Russian Federation, 2008]
The fundamental concept	<p>Services in the field of information technologies - development and realization of program products, providing services related to consulting, implementation and support of IT, including execution of functions of support and maintenance of information systems and IT-infrastructure, as well as development of software on request.</p> <p>Information relationships – relationships that arise in finding, obtaining, transmitting, collecting, processing, storing, distributing, and (or) the provision of information, use of information, data protection, as well as the application of information technology.</p> <p>Information service – activities aimed to seek, receive, transfer, collect, process, accumulate, store, distribute, and (or) provide information, as well as to protect data (law on informatization)</p>	<p>Electronic government</p> <p>The Concept understands the e-government as a new form of organization of activities of state bodies that would provide by means of wide use of ICTs a new level of quality and speed of getting state services and information on state bodies' work results by citizens and organizations.</p>
Context	<p>Creation of conditions for accelerated development of information technologies: accelerated development of services in the sphere of information technologies that would improve the quality and effectiveness of information relations between population, business and the state, including forming a state system of providing electronic services</p>	<p>Use of ICT in public administration and administrative reform</p> <p>The Concept is based on the Concept of Use of Information Technologies in Work of Federal Bodies of State Power by 2010 which was adopted by the Resolution of the Government of the Russian Federation on September 27, 2004, № 1244-p, as well as on the Concept of Administrative Reform in Russian Federation in 2006-2010 adopted by the Resolution of the Government of the Russian Federation on October 25, 2005, № 1789-p.</p>

	The subprogram «The Electronic Government» [the Council of Ministers, 2011]	The Concept of Forming the Electronic Government of the Russian Federation [The Government of Russian Federation, 2008]
Goals	<ul style="list-style-type: none"> • Improvement of efficiency of the main state function implementation on the basis of establishment of development of a state system of electronic services provision via improvement of managerial business-processes and administrative procedures with the help of ICT; • Creation of new state information resources (SIR) and development of existing ones; • Provision of electronic services via different access points with the help of modern network infrastructure; • Transition to the electronic document flow and the technologies of distant interdepartmental communication. 	<ul style="list-style-type: none"> • Improvement of quality and availability of the state services provided to the citizens and organizations; • Simplifying procedures and reducing the time of their delivery; • Reduction in administrative costs from the individuals and organizations associated with obtaining government services; • Establishment of unified standards of handling services to citizens; • Increasing openness of information on state institutions and their activities; broadening access to it and intermediate participation of organizations, citizens and civil society institutions in the procedures of expertise and formulation of decisions at all levels of public administration; • Increasing the quality of administrative and managerial processes; • Improvement of the system of information and analysis provision for decision-making at all levels of public administration; • Provision of efficient and full control over the results of state bodies' activities; provision of proper level of information security of the e-government.
Tasks	<p>Finalization of work on creation and development of basic components of electronic government infrastructure, as well as work on establishment of state system of electronic services provision:</p> <ul style="list-style-type: none"> • The National Automated Information System which integrates state information systems in order to provide electronic services, including the development of electronic services portal; • The state system of open keys management; • The system of identification of physical and legal entities; • The system of forming and accounting of state information resources used in providing electronic services, including the registry of population of the Republic of Belarus, on the basis of which the unified system of citizen identification; • The payment gateway integrated with the unified payment information space. With the help of it the payment transactions would be carried out through the national automated information system portal; • The united protected environment of information interaction between the republican and local public administration bodies 	<ul style="list-style-type: none"> • Development and broad use of means of distant access of organizations and citizens to the information on the state bodies' activities information on the basis of modern information and communication technologies; • Provision of state services with the help of multi-functional centers and Internet network on the basis of unified infrastructure of automatized information interdepartmental communications and communications of state bodies with citizens and organizations; • Creation of protected system of interdepartmental electronic document flow; • Implementation of departmental information systems of planning and managerial reporting within the frames of creation of the united state system of control of the effectiveness of state power bodies' activities on provision of social and economic development of the Russian Federation; • Formation of legal and regulatory network which regulates the order and procedures of collecting, accounting and providing information kept in state information systems, the electronic information exchange between state bodies, organizations, and citizens, as well as control over use of state information systems

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	The subprogram «The Electronic Government» [the Council of Ministers, 2011]	The Concept of Forming the Electronic Government of the Russian Federation [The Government of Russian Federation, 2008]
Priorities	Are not formulated.	<ol style="list-style-type: none"> 1. Development of distant access systems so that the citizens would get information on state bodies' activities on the basis of information and communication technologies 2. Providing state services with the help of modern information and communication technologies
Management	“The general coordination of activity to implement the National Program to be held by the Interdepartmental Commission on Informatization Issues in the Republic of Belarus. The Customer – coordinator of the National Program is the Ministry of Communications represented by the Department of Informatization of the Ministry of Communications”.	“The coordination of activity to form the e-government in the Russian Federation to be implemented by the Governmental Commission on Administrative Reform Conducting”
Evaluation of social and economic efficiency of forming the e-government	<ol style="list-style-type: none"> 1. Decrease of administrative burden on citizens and business related to provision of information to state bodies; decrease of the number of applications to state bodies for services; decrease of waiting time due to increased efficiency of communications on the basis of information and communication technologies, including the one window principle; 2. Increase of information and communication technologies use in different spheres of public life (creation of electronic government, electronic economics, electronic trade, public health, education, employment, social welfare etc.) 	<ol style="list-style-type: none"> 1. Decrease of labor costs of state power bodies on organization of information exchange on interdepartmental level to 50%; 2. Decrease of administrative burden on citizens related to provision of necessary information to state institutions; 3. Decrease of the number of citizen applications to the state bodies for getting state services; decrease of the waiting time due to increased efficiency of state bodies communications on the basis of information and communication technologies and the principle of “one window”. Experts estimate it would save up to 10 billion roubles per year within the country; 4. Provision of secured level of information transparency of state power bodies, increase of trust and interaction level, decrease of time costs on realization of citizens' constitutional rights and duties by creating new and modernization of existing departmental web sites, development of their information content and functioning, as well as provision of thematic access to information there through special information system «The Governmental Portal »; 5. Increase of efficiency and quality of decisions; decrease of costs on management of correspondent departmental information and analytical systems; 6. Increase of demand on information and communication technologies by state powers bodies, and as a consequence the growth of domestic production up to 10% per year due to increase of readiness and motivation of employers of state power bodies to use of modern information and communication technologies in their work, as well as due to facilitation of development and justification of departmental programs and informatization projects;

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	The subprogram «The Electronic Government» [the Council of Ministers, 2011]	The Concept of Forming the Electronic Government of the Russian Federation [The Government of Russian Federation, 2008]
Evaluation of social and economic efficiency of forming the e-government		7. Development of national information and communication infrastructure and provision of informational integrity of the country due to forming of unified telecommunication infrastructure for the state needs and connection of state bodies to it on the whole territory of the Russian Federation
Results expected	<ul style="list-style-type: none"> • The UN e-government readiness index • The UN web service index • The share of organizations using the technology of electronic digital signature, • The share of organizations using global computer network Internet for getting information from state bodies and providing information to state bodies, • The share of state information resources integrated with the help of the National Automated Information System, in the whole volume of state information resources used for providing electronic services, • The share of state bodies using services of special organizations that exploit information system. 	

**Mission of SYMPA Think tank is to promote reforms
of public administration system in Belarus
in accordance with modern principles and practice.**

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