

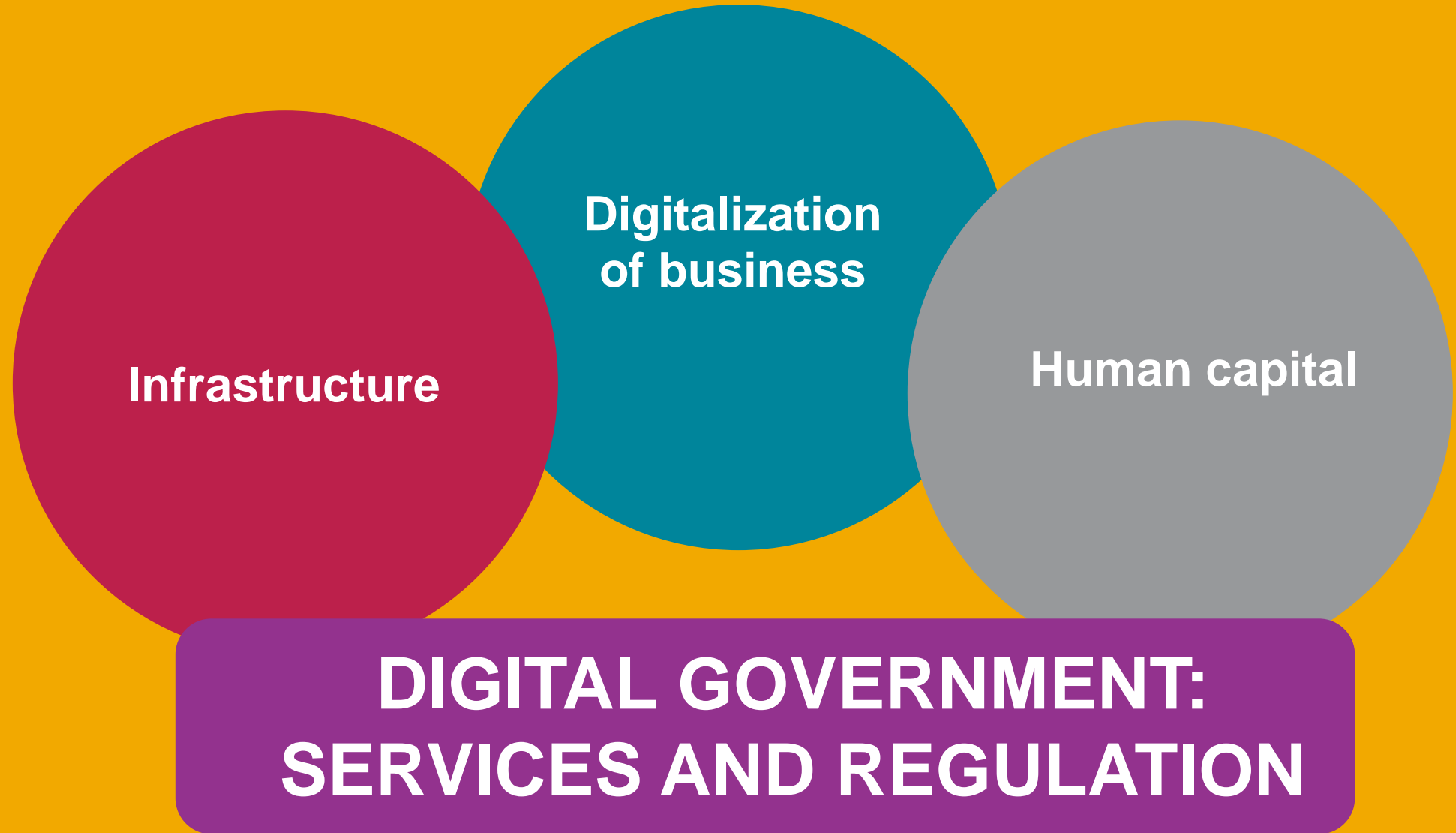


NAFI
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General Overview of Public E-Services in Russia

Key Factors for Digital Transformation: E-Government as a Basis



E-Government in Russia: Timeline

2009-2012

Basis for digital relations between government authorities and the single-window service system for citizens

- The Electronic Interdepartmental Interaction System
- The Unified Portal for Public Services
- The Unified System for Identification and Authorization (the main system for working with electronic signatures)
- The Unified System for Regulatory Information

2013-2016

Digitization of select spheres of public life

- Digital education: *Electronic School Gradebook* project
- E-participation: *Active Citizen* project start
- Remote authorization through the Unified System for Identification and Authorization (banks, investment companies, government procurement portals court websites, municipal forums, Pension Fund)

2016-2017

Regulatory norms and personal data

- “On Personal Data” law
- Law on telemedicine technologies

2017-2018

Projects in the works

- Electronic population census
- Electronic employment contracts and their registry in the Pension Fund
- Biometric personal data system

E-Government in Russia: Key Figures

Russia ranks

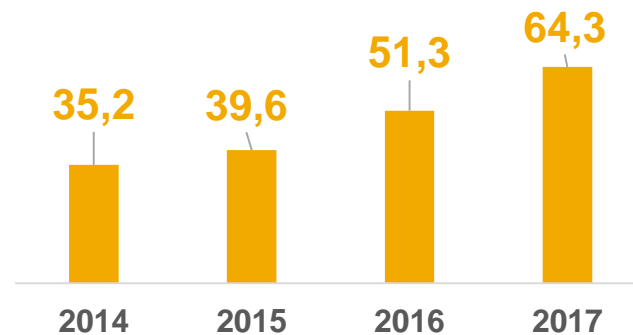
35th

in the United Nations
E-Government
Development
Index (EGDI)

66 mln

citizens registered in
public e-services

Share of citizens using public e-
services, by year, %



1 bln

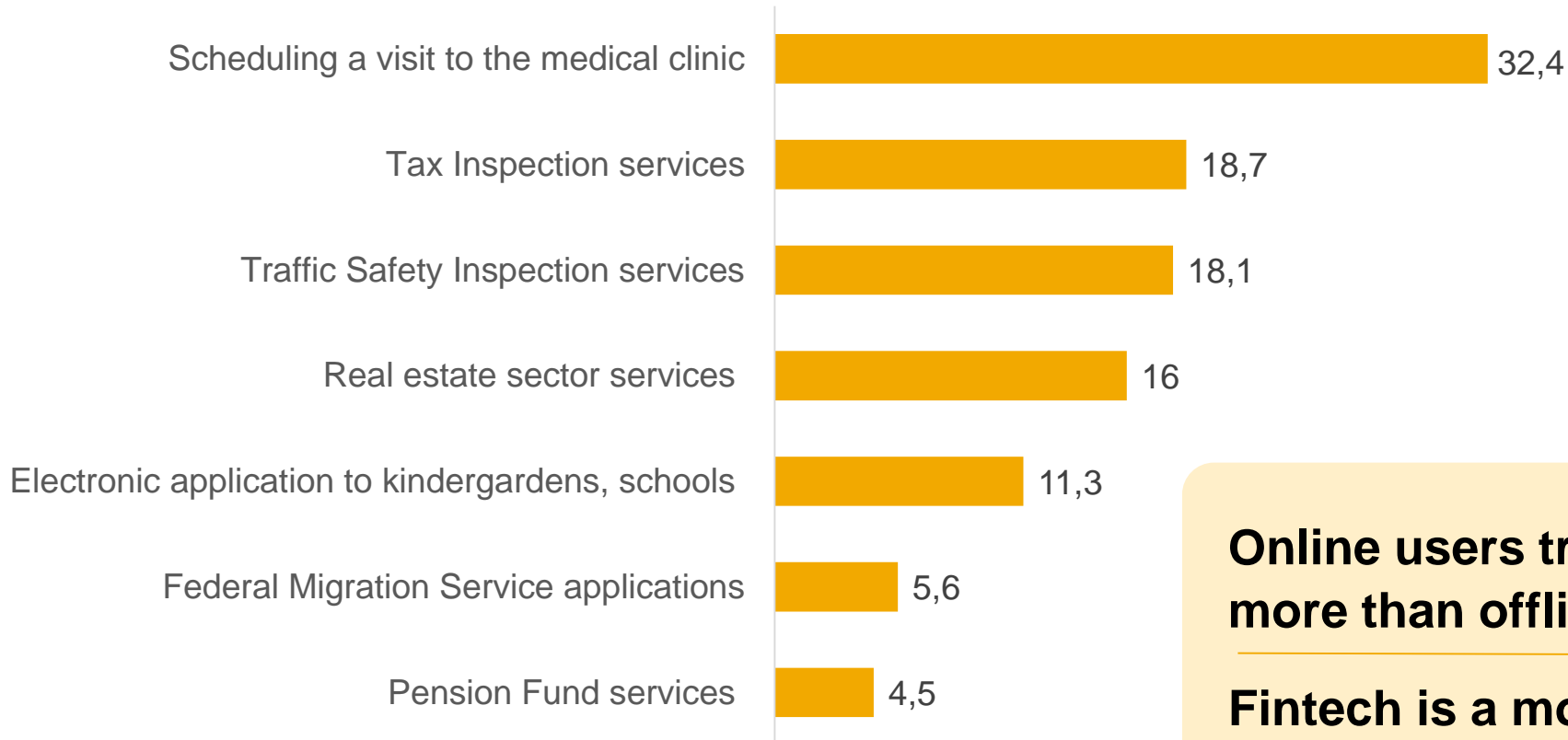
authorizations through
the Unified System for
Identification and
Authorization

27000

types of public services
available on Public Services
portal (gosuslugi.ru)

Use of Public E- Services Among Citizens

Most popular public e-services among the population, % of those who have used these services over the past 12 months

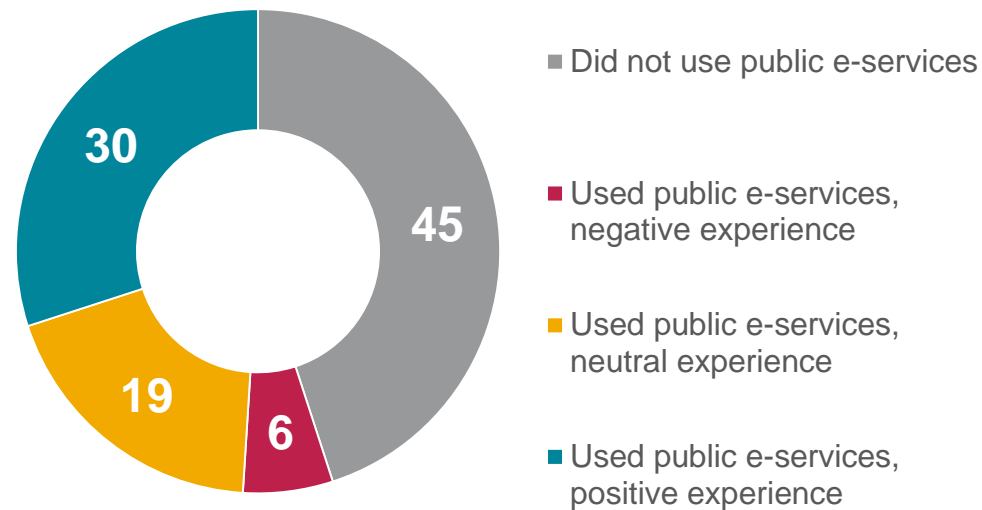


Online users trust E-Government more than offline users

Fintech is a moving force of digitalization

Corporate Use of Public E-services. Experiences and Barriers

Did your company use public e-services?



Barriers for digital transformation, % of answers

30% low level of knowledge about digital technologies

25% low level of support from the side of government authorities

19% low quality of information in open and closed databases (including bases of government bodies)

E-Government in Russia: Challenges

Use of ICT among
Russian Government
authorities

53%
have website

32%
use data for analysis

People Are Not Ready for
Digital Transformation

8% Of companies conduct
**systematic training of
employees** in the field
of digital technologies

22% Of Russians
find it **hard for
themselves
and unusual
to work on
computers**

**Cyber Attacks on Business
and Government**

Every **5th** company (22%) faced
cyber attacks in 2017

500 000
computers in government organizations
suffered from cryptoware in 2017





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