

NATIONAL E-GOVERNANCE PROGRAM

One. General Information

One of ways to enhance state activities and introduce innovation into the activities is to develop e-governance. Around the world, in many countries, transformation from a manufacturing era to technological era has taken increasingly place, and countries have shifting into knowledge based economy which has been becoming crucial part of sustainable development. Mongolia had implemented E-Mongolia National Program between 2005 and 2012 and carried out National Program to create integrated system of registration 2008 to 2012 before achieving complete implementation of E-government National Program starting in 2016.

Within E-Mongolia National Program, certain tasks had been done, including to separate information and communication /IC/ network and service, found Universal Service Obligatory Fund, liberate telecommunication sector, develop infrastructure of IC, connect IC network with internet flow international and make public have personal computers. In 2005, capacity of internet exit foreign in Mongolia was at 78 MB per second, internet users at 22000, long of fiber broadband cable at 3251 km and cellphone users 551000 while in 2012, capacity of internet exit foreign increased till 22 GB per second, internet users' number became 6540009, long of fiber broadband cable rose up to 18123.8 km and cellphone users' number reached 3409005.

In accordance with National Program to create integrated system of registration, undertakings to establish National data center, advance registrations of citizen and proprietorship, put guarantee on asset exchange and reform registration and database of public organizations to get in integrated system had been put into effect. Since civil upgraded registration started on July 5, 2010, e-citizen identity card was given to public by using total 453 administrative units containing 132 khoroos of 9 districts and 331 sums of 21 provinces

Under E-government National Program, in addition to needed task for developing information system and database, important tasks to convert state service delivery into digital form, make process of accepting citizens' appeals and responding to them digital, deliver state some services by using Kiosk machine, inform previously of disaster damage and develop respectively systems of glass accounts and value added tax had been executed. Moreover, research on set upping infrastructure of mutual connection for exchanging information between state organizations was done within the National Program, with the research scope including 63 state organizations. Of these 63 organizations, 50 organizations have had databases while rest ones have not databases and still collect and save information in paper form. Thus, after identifying state services

which are available to be transformed into digital form, 25 state services have been delivered via Kiosk machines and 18 state services considered to be difficult to get for people are being delivered through www.ezasag.mn, integrated portal site for state service. Since introducing Kiosk machines' service, users' number repeated had reached 2.2 million and an hour 40 minutes had been saved per one state service in 2018.

Henceforth, there is certainly need to arrange, with integrated policy and plan, soft and hard infrastructures to develop E-governance, ensure security of state database and data by bringing digitalization in state services, create open database and support its use, ensure online involvement of citizens in process of making state decision, enhance individual development and increase number of state services to be delivered in digital form by using smart devices despite time and space.

Therefore, for introducing advance of Information technology in economy and social sector, with unified policy and plan, forming transparent, liable state with competitiveness and high productivity, it is necessary make and carry out national program to develop citizen centered e-governance.

In National Security Concept of Mongolia enacted by 48th decree of Great Khural, Parliament in 2010, 3.3.2.1 section demonstrates that "By developing e-government, state organization and its service are to be make effective, economical and operative for citizens". Passed by 19th decree of Great Khural in 2016, Sustainable Development Vision of Mongolia has objective 7 which is for expanding information technology and telecommunications coverage, install and increase the use of high-speed networks in rural areas, and launch a national satellite. In Operation plan under Action Program of the Government of Mongolia for 2016-2020 approved by 45th decree of Great Khural in 2016, section of 3.2.29.7 defines to make and enact National Program to develop e-government. In State policy on ICT development-2025 passed by 47th decree of Government of Mongolia, section of 2.3.8 is to develop e-governance by increasing productivity and efficiency of public organizations, by enhancing democratic, open, non-bureaucratic, transparent and accountable status of governance, and by supporting innovation and improving e-government development. So, based on related sections of policy documents written above, E-governance National Program was made.

Two. Implementing Principles of the Program

2.1 Mongolian National e-Governance Program shall be implemented on following principles:

- 2.1.1. respecting human rights and protecting personal data;
- 2.1.2. strengthening transparent, citizen centric, accountable, efficient governance;
- 2.1.3. ensuring the government information security;
- 2.1.4. supporting the green technology;

2.1.5. based on effective public and private partnership and interrelated and integrated information system.

Three. Goal of the Program

Goal of the Mongolian National e-Governance Program to increase the efficiency and effectiveness of public organizations activity, to cultivate e-democracy, open, non-bureaucratic, transparent and accountable governance by supporting innovation of public administration.

Four. Objectives of the Program

1.1. Mission of the Program will be achieved by the following objectives:

- 4.1.1. enhance public awareness of digital literacy;
- 4.1.2. create legal environment of e-governance;
- 4.1.3. foster e-governance development structure and develop hard and soft infrastructure and e-services with integrated policy planning;
- 4.1.4. ensure safety, integrity and security of government database and plan single source information and open data policy;
- 4.1.5. promote engagement and operations of national producers and service providers to deliver government e-services to citizens;
- 4.1.6. develop e-participation, increase public participation in decision making process of the government and ensure its transparency;
- 4.1.7. establish information technology auditing system;
- 4.1.8. ensure appropriate and ethical use of ICT by public organizations and officials at all levels;
- 4.1.9. increase productivity and efficiency through adopting information technology advancements and innovation into socio-economic sectors;

Five. Implementation Process of the Program

5.1. The following digital literacy works shall be carried out to achieve the objective to enhance public awareness of digital literacy;

- 5.1.1. organize training to provide background knowledge and skills of information and communications technology to citizens to comply with international standards;
- 5.1.2. organize long distance and open ongoing training for citizens through internet and broadcasting network;
- 5.1.3. create and deliver various types of contents for increasing personal development, knowledge and education using the publicly accessible advantages of the radio and broadcasting network;

5.1.4. reduce the digital divide among citizens through increasing internet speed in the rural areas to efficiency and accessibility of government services;

5.1.5. develop simple software for the elders, herders and citizens of the rural areas to deliver government e-services;

5.1.6. develop and use electronic integrated management system of education sector;

5.1.7. improve the cooperation of educational institutions providing expertise in information and communications technology;

5.1.8. organize ongoing training and activities to improve the capacity of specialized skill and implement policies for developing information technology entrepreneurship;

5.1.9. provide specialized techniques and software with the purpose of promoting equal participation and facilitate access of persons with disabilities into information and communications technology services;

5.1.10. establish specialized information and communications technology training halls for people with disabilities and target groups and organize ongoing training;

5.1.11. put digital signature for citizens into effect.

5.2. The following legal environment actions shall be carried out to achieve the objective to create legal environment of e-governance;

5.2.1. create the necessary new legal acts for development of e-governance and amend the relevant laws and regulation and get approved by the government;

5.2.2. plan open government data policy and get approved by the government;

5.2.3. develop the website and technology standard that enables elderly and people with disabilities to ensure the use of it;

5.2.4. develop necessary information technology standardization and get approved by the government;

5.2.5. develop resolution, rule and regulation for the development of e-governance and get approved by the government.

5.3. The following infrastructure development actions shall be carried out to foster e-governance development structure and develop hard and soft infrastructure and e-services with integrated policy planning;

5.3.1. optimize governance and organization and activity correlation of e-governance development;

5.3.2. expand the cloud computing infrastructure for the government information sharing;

5.3.3. improve the government information sharing system "XYP";

5.3.4. connect electronic payment information system with the government information sharing system “XYP”;

5.3.5. connect government and private sectors information system with the government information sharing system “XYP”;

5.3.6. re-engineering activities and services of the public organizations;

5.3.7. increase the number of government integrated public service delivery center into operator regime;

5.3.8. enhance government e-service portal;

5.3.9. ensure possibilities of getting e-services through government e-service portal using mobile communications technology;

5.3.10. increase the number and type of the government e-service;

5.3.11. enable mobile ID;

5.3.12. streamline government services with digital signature;

5.3.13. develop digital document exchange solutions in the administrative public organizations;

5.3.15. establish National Data Backup Center.

5.4. The following database actions shall be carried out to achieve to ensure safety, integrity and security of government database and develop single source information and open data policy;

5.4.1. create unified government metadata database and linking to an information system of the public organizations comprising basic and diversified data;

5.4.2. ensure and effectuate possibilities to get information on personal data access for citizens;

5.4.3. develop government open data unified portal;

5.4.4. create and effectuate unified address registration database on the basis of geographical information system;

5.4.5. upgrade and improve the security and protection of information system, network and database of the National Data Center.

5.5. The following public private cooperation actions shall be carried out to achieve to promote engagement and operations of national producers and service providers to deliver government e-services to citizens;

5.5.1. transfer public services to electronic type through public private partnership;

5.5.2. conduct market research of the companies operating in software development;

5.5.3. enable outsourcing in the information technology services of the public organizations;

5.5.4. increase participation of the private organizations in innovation and improvement of the government services and activities of the public organizations.

5.6. The following e-participation actions shall be carried out to achieve to develop e-participation, increase public participation in decision making process of the government and ensure its transparency;

5.6.1. develop a business analysis system for the e-participation to receive citizen's complaints and comments developing appropriate decision making;

5.6.2. develop an information system for the e-consultation, e-information and e-decision making;

5.6.3. develop an information system to improve and facilitate access to public services and activities on person with disabilities.

5.7. The following information technology auditing actions shall be carried out to achieve to establish information technology auditing system;

5.7.1. identify conditions and requirements for information technology audit system and localize internationally recognized certificates;

5.7.2. build capacity for information technology audit;

5.7.3. establish a type approval laboratory for ICT equipment;

5.7.4. evaluate and advise the delivery of electronic services and information of the public organizations by a relevant organization;

5.7.5. develop international cooperation on information technology audit.

5.8. The following use of ICT actions shall be carried out to achieve to ensure appropriate and ethical use of ICT by public organizations and officials at all levels;

5.8.1. provide guidelines and recommendation on appropriate and ethical use of social network and internet for the civil servants at all levels;

5.8.2. develop the recommendation on proper use of social media for public organizations;

5.8.3. organize training on appropriate use of social network for civil servants at all level;

5.8.4. organize events to promote and share good experience between public organizations to introduce the appropriate use of ICT;

5.8.5. develop and distribute manuals and organize training for the civil servants at all levels to improve knowledge of information technology;

5.9. The following cooperation actions shall be carried out to achieve to increase productivity and efficiency through adopting information technology advancements and innovation into socio-economic sectors;

5.9.1. sustain the activities of the Information and Communications Technology Policy Counsel;

5.9.2. to discuss and resolve the e-governance development cross-sectoral challenges by the ICT Policy Counsel;

5.9.3. provide integrated policy and management to reduce inefficient and overlapped investment in ICT;

5.9.4. improve cooperation between public agencies and ministries in promoting and adopting advancement of information technology in the socio-economic sectors;

5.9.5. provide continuous cooperation between policy and technical personnel responsible for innovation of public administration and e-governance in socio-economic sectors.

Six. The Implementation Phase of the Program

6.1. The program will be implemented within four years, as follows:

6.1.1. Phase I: 2019-2020;

6.1.2. Phase II: 2012-2022.

Seven. Outcome of the Program

7.1. Public awareness of digital literacy, ethical and appropriate use of ICT of the civil servants will be enhanced;

7.2. Legal environment of the e-governance development will be increased.

7.3. E-Governance infrastructure will be improved;

7.4. Number, quality and accessibility of the public e-services will be raised;

7.5. An information technology audit system will be established and the number IT audit service providers will be increased;

7.6. Citizens will be able to participate electronically in public policy and decision-making processes;

7.7. Government will be more transparent, effectiveness, efficient and open.

Eight. Indicators for the Program

8.1. The following key indicators will be used to assess the outcome of National e-Governance National Program:

No	Objective	Indicator	Measuring unit	Base level	Target level	Information source
1	Enhance awareness of public digital literacy	The digitally literate citizen	Percentage	32	80	Research of USOF
2	Create legal environment of e-governance	Number of new legislation to be processed and approved	Number	0	2	CITA

3	Develop e-governance hard and soft infrastructure and e-services with integrated policy planning	Index of e-service	Index indicator	0.597	0.65	UN E-Government Survey
4	Ensure safety, integrity and security of government database and plan single source information and open data policy	Төрийн мэдээлэл солилцооны “ХУР” системд бүртгэлтэй үйлчилгээний тоо	Number	25	176	Policy research
5	Promote engagement and operations of national producers and service providers to deliver government e-services to citizens	Дотоодын үйлдвэрлэл, үйлчилгээ эрхлэгчээр гүйцэтгүүлж байгаа үйлчилгээний тоо	Number	0	100	Policy research
6	Develop e-participation, increase public participation in decision making process of the government and ensure its transparency	e-Participation index	Index indicator	0.73	0.78	UN E-Government Survey
7	Establish information technology auditing system	IT audit service provider	Number	4	10	Policy research
8	Ensure appropriate and ethical use of ICT by public organizations and officials at all levels	Training participants	Number	400	2000	Policy research
9	e-Governance development	Development index	Index indicator	0.582	0.6	UN E-Government Survey

Nine. The Funding Source for Implementation of the Program

9.1. The action plan and projects of program will be financed by the following sources of funding according to the Law on Development Policy Planning:

- 9.1.1. state and local budget;
- 9.1.2. foreign loan and assistance;
- 9.1.3. external and internal investment;
- 9.1.4. concession agreement;

9.1.5 other sources.

Ten. Monitoring and Evaluation to the Implementation of the Program

10.1. The state administrative authority in charge of ICT shall conduct monitoring and evaluation of program implementation every year, organize external auditing if required.

10.2. The state administrative authority in charge of ICT shall submit their reports of monitoring and evaluation in the provision 10.1. of the program within every first quarter of the year to the Government.

10.3. Amendments to the implementation process of the program and indicators for the program shall be allowed according to the legislation on the basis of the conclusion and recommendation of the monitoring and evaluation.

~ o0o ~