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WHY?

ARMENIA'S VISION

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Better access to information and better public services

Sustainable information society with advanced ICT infrastructure, high-level computer literacy,

High level of computer saturation and internet access, extended use of e-services systems,

Existence of large local IT market

Progressive knowledge-based industry

Strategic Objectives

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Key Data	2006*	2018
Home computer penetration %	5%	50-70%
Educational computer penetration %	10%	100%
Public sector computer penetration %	10%	100%
Population Internet penetration %	5%	90%
Expenses of RA state entities on local IT products: budget %	<0.1%	>1%
Consumption of local IT products in the internal market – GDP %	0.5%	2-4%
Share of e-services provided by RA state entities against the total, %	<1%	80%
Number of IT companies From which those with foreign capital committed	160 50	1000 200
Workforce	5000	20000

WHAT?

ACTION

OUTCOME

**Design, build
& launch a
pilot project
on Public
Service in
Social Sector**

- + **Stimulate e-literacy, e-learning, and e-services development**
- + **Have one single place where people can have find information about all social public services**
- + **Reduced level of Government spending and corruption**
- + **Improve communications & quality of life for Armenians**
- + **Push demand for e-Government services**

ACTION

OUTCOME

Government for Business and Investment project

+Have one single place where business community and investors can find information about business and investment in Armenia and what services Armenian Government does provide and how

+pilot one specific online e-service like registering business online.

+Establish a well trained and professional team which will run it in future

ACTION

OUTCOME

Develop an e-government road map for Armenian Government (Small scale Digital Armenia type report)

+Have an approved mid term Government vision on e-government

+establish basis for long term strategic planning in support to the IT Development concept paper

+Establish eGovernance Organizational structure and identify legislative changes

+secure Government spending and identify areas for Public Private partnerships.

ACTION

OUTCOME

Application of the ITIL UK standard in Armenia

+Equip IT workforce with “real world” skills

+Increase IT industry revenues and the appropriateness with the international standards

+ensure promotion of IT profession in the Government and business.

+ Accelerate workforce growth & development

+ Attract & retain skilled IT workforce

+Attract investments

HOW?

KEY PARTNERS

The Government of Armenia Ministries

Private IT Companies

Mass Media and Governmental press services

NGOs

Educational institutions providing IT
Educations

Donors

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1. www.direct.gov.uk
 2. www.businesslink.gov.uk
 3. Local services
 4. The Cabinet office
 5. NGOs and public control
 6. Mass media
 7. ETC

THANK YOU!