

# ICT Sector Development and Needs for Training and Certification in Georgia

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# Introduction

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- After “Rose Revolution” in 2003 active reforms have started in public administration
- *Results:*
  - Optimization of business processes and procedures gave strong impulse for development of IT projects
  - Developed powerful IT infrastructures and solutions
  - 11th place in World Bank’s “Doing Business” ranking in 2010

# IT Projects in Public Sector

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- Georgian Governmental Network - \$50 million annual saving
- Ministry of Finance
  - Tax and custom centralized information system
  - e-Filing system - all tax declarations are available online
  - Electronic system of tax and customs risk management
  - Electronic postal clearance system

# IT Projects in Public Sector

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- Public Registry
  - Electronic system of property registration – 2nd place by World Doing Business Ranking
  - Registry of movable property
  - Business registry
- Civil Registry
  - Centralized registry of citizens
  - Electronic database civil acts
- Other important projects at different ministries: Internal Affairs, Defense, Health, Justice etc.

# IT Solutions in Private Sector

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- Banking Sector - leader in IT innovations: e-Banking, Data Centers and Services, Alternative payment systems
- Telecommunication Sector – Mobile Communication, 3G, HSDPA, IP Telephony, IP TV, Optical Backbone Varna-Poti
- Integrated Billing Center

# Upcoming Projects

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- Data Exchange Agency
- e-ID
- Common Service Centers
- E-Notary
- E-Procurement and Auction

# New reality

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- Information systems are becoming integrated parts of any business process and citizens life
- Public and private sector success depends on quality of IT services
- Quality of implementation of IT projects, quality of services, and Information security are becoming critical factors of success
- Russian Intervention and Cyber attacks show problems on Georgian IT Infrastructure infrastructure sustainability and Information security

# Needs

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- To solve listed problems it is necessary implement standards quality and management.
  - Strategic Business, Operational AND Project Management
  - Software Development Process Improvement
  - ICT SERVICES Process Improvement
  - Information Security MANAGEMENT
  - University programs in the field of ICT engineering
- Necessary to identify international partners
- To develop country-wide infrastructure for accessibility and promoting standards

# Current Trends

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- Business and governmental sector are in initiation stage to implement ITIL, Information Security Policy
- On the market is available:
  - PMI trailings delivered by Free University
  - ISO Standards Certification provider
  - CISCO Regional Academy
  - Microsoft Training Centers
  - Microsoft Innovation Center
  - Vendor Specific Training Providers
  - No CCMI, ITIL or CISA training providers
- Georgian IT Innovation Event - GITI becoming regional tool for promotion quality standards

# Plans for Development

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- ICT Business Council with cooperation of government of Georgia, International vendors and donors, local educational institutions and business partners are working on promotion needs for training and certification in country
- In future plans of Council is to develop training and certification regional hub in Georgia

# Thank You

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- Welcome to GITI 2009 - 29-30 October, Tbilisi, Georgia
- We are open for partnership and cooperation
- ICT Business Council of Georgia