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Department of
Economic and
Social Affairs



INTERNATIONAL CONFERENCE ON DATA AND DIGITAL GOVERNANCE 2024

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Background

- **Key Lessons from Azerbaijan's Digital Transformation Journey**
- **Challenges Faced in Azerbaijan's Digital Transformation**
- **Recommendation for future UN Forums**





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Key Lessons from Azerbaijan's Digital Transformation Journey

What Works:

- **Strong Political Will and Leadership:**

- The government's commitment to digitalization, with clear support from the top leadership, has been instrumental in driving digital reforms and ensuring their success.

- **Centralized Digital Services:**

- **Active collaboration:** All government bodies actively collaborate in digital ecosystem to improve citizen satisfaction.
- **ASAN Service:** A centralized platform that provides easy access to public services, improving efficiency and reducing bureaucracy. This one-stop shop model has become a global best practice for public service delivery.





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Key Lessons from Azerbaijan's Digital Transformation Journey

What Doesn't Work:

- **Limited Digital Literacy in Rural Areas:**

- Despite digital infrastructure, a gap in digital literacy, especially in rural regions, hinders the full utilization of digital services by all citizens.

- **Fragmented Data Management:**

- While significant progress has been made, data management across different government agencies remains fragmented, making it difficult to achieve full integration and efficiency.

- **Resistance of interests:**

- The transfer of responsibilities from one government organization to another can create conflicts of interest, which may lead to decreased efficiency and hinder effective decision-making across agencies.





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Global Challenges in Digital Transformation

Challenges:

- **Transitioning Government Data to the Cloud**
 - Ensuring data security and privacy during the migration process.
 - Managing the integration of legacy systems with cloud infrastructure.
- **Application of Emerging Technologies in Public Services**
 - Effectively adopting AI, blockchain, and IoT in public sector operations.
 - Building institutional capacity to manage and regulate new technologies.





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Digital Transformation Lifecycle: Azerbaijan model

Solution:

- **Physical One-Stop-Shop Model as a Foundation:**

- **Initial step:** We first built a physical one-stop-shop government model to ensure a smooth digital transition. Citizens came physically to these centers to process requests and complete essential services.
- **Streamlining Processes and Documentation:** Through this model, we
 - Documented processes to ensure a clear structure for service delivery.
 - Issued IDs and identification documents to each citizen for accurate and reliable tracking.

- **Building Digital Systems on a Strong Foundation:**

- **Transition to Digital:** Once the processes were documented and every citizen had IDs, we began developing digital solutions.
- **Introducing MyGov.az:** MyGov.az it is a unified platform where citizens can access all needed services and obtain relevant information in one centralized location.





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Recommendation for UN Forums

- **Encourage Global Collaboration on Digital Governance Standards**
 - The UN should facilitate the development of universal standards for data security, privacy, and interoperability in digital governance.
 - Promote international knowledge-sharing platforms, where countries can exchange best practices and lessons learned in digital transformation.
 - Support capacity-building initiatives in developing countries to ensure they can adopt emerging technologies effectively.





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Təşəkkürlər

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Thank You

Merci

Спасибо

Gracias

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