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# eGov Project

## QUARTERLY PROGRESS REPORT

January - March 2009

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## GENERAL INFORMATION

The five-year \$ 4,950,191 *eGov Project* was awarded by USAID/Macedonia on 14 September 2004 with the signing of Associate Cooperative Agreement No. 165-A-00-04-00102-00 to Internews Network under the dot-GOV Leader with Associates Award (GDG-A-00-01-00009-00). On 10 April 2009, the Project was granted increase in ceiling of \$697,320 and extension in implementation until January 2010.

*The eGov Project* works closely with the Government of Macedonia, (GOM) and is located in Skopje, the Republic of Macedonia. The key staff of the Project is: Gordana Toseva, Chief of Party and Elena Stamatoska, Deputy Chief of Party.

The *eGov Project* is helping increase the efficiency and transparency of public sector management by improving the administrative capacity to implement secure e-government solutions and communication within the GOM and between the GOM and Macedonian businesses and citizens. *The eGov Project* addresses the USAID-Macedonia SO 1.3 *Accelerated Development of the Private Sector* and IR 1.3.3 *Enabling Environment for Investment Improved*.

[www.eGov.org.mk](http://www.eGov.org.mk)

### I. Executive Summary

This Report reflects the activities of the eGov Project during the quarter of 1 January through 31 March 2009. The first three months of 2009 were very active, fruitful and successful and the Project managed to execute the majority of planned activities.

After the successful launch of the employment registration application and EXIM in December 2008, a large share of Project activities during this quarter were focused on the dissemination of information on their functionalities to potential users. Significant training activities were also devoted to the e-procurement system on an ongoing basis. All presentations included components on digital certificates as one of the Project efforts to promote them and increase their use. In overall, in the period January – March 2009, the eGov Project organized and delivered 12 trainings and presentations for various categories of users that included both state administration employees and private sector representatives.

In addition to outreach activities, the Project also worked on completing the software development of several additional modules on two existing applications, namely EXIM and e-tax. With regard to the latter, concurrent to the final software development, the availability of the e-tax services to SMEs was publically promoted at a press conference organized by the Public Revenue Office on 10 April 2009 and all tax payers were invited to use it. The Project will continue to encourage new users to use e-taxes through organization of events throughout Macedonia in April and May.

Significant change has taken place in terms of overall Project duration and funding. Namely, in November 2008 USAID asked Internews to submit a proposal for continuation of the Project activities considered by both USAID Macedonia and Internews Network as crucial to enable sustainability of the overall e-government efforts invested in the country during the last four years. The Proposal for Cost Extension was submitted by Internews in December 2008 and formally approved by USAID on 10 April 2009. The Project was granted increase in ceiling of \$697,320 and extension in time of sixteen months, from October 2009 to January 2011.

## **II. Program Accomplishments**

The quarter was marked by the following highlights:

- Twelve trainings and presentations attended by around 1,000 participants organized to bring the crucial three G2B applications closer to the potential users and to encourage them to use their functionalities.
- Press conference held in cooperation with the Public Revenue Office to invite SMEs to use e-tax services.
- The development of additional e-tax modules defined and contracted.
- Working group on digital certificates established and had its first meeting.
- The mode and scope of integration of the two public procurement applications defined and agreed.
- Source code of e-procurement handed over to the Public Procurement Bureau.

## **III. Activities related to development of e-Gov applications**

### **General Comments**

The work of the e-Gov Project aims at creating a long-term usage of ICT within the state administration and encouraging the national institutions to take over the responsibility for the existing applications and continue with further development and implementation. The positive trend in this regard that started in the past period continued during this quarter. We were satisfied to see that the Government recognizes the importance of all Project activities, and that it permanently increases its interest to take ownership of the applications. In addition to supporting the extensive use of the applications, the Government makes significant investments in equipment necessary for their functioning. Investments have already been made for the e-procurement system, the application on import/export licenses and quotas and the application on employment registration. The trend continued during this quarter through the execution of the Public Procurement Bureau determination to integrate the two public procurement applications, namely the e-procurement and the PPB web information system.

In general, this quarter was predominantly marked with training and promotion activities aimed at bringing the recently launched e-government services closer to the actual users, mostly companies.

In addition to training activities, the Project continued to closely follow the overall e-government implementation in Macedonia and to undertake initiatives for overcoming of some issues that currently present obstacles to this process. One of the main Project's focuses was to increase and facilitate the use of digital certificates, but we also focused on other issues, such as the delegation of the signing authority in electronic environment, issuing of electronic

documents relevant for some of the existing e-gov applications, recognition of the documents created as result of specific e-government procedures in other processes, etc.

Finally, this quarter was very active in terms of international promotion of the applications developed under this project, confirming Macedonia as a leader in the area of applicative use of ICT for more efficient and transparent government service.

#### **A. The e-Gov applications**

##### **General Comments**

The e-Gov Project tracks the functioning of all its applications. In contacts with our counterparts who operate and own respective applications we often receive requests for development of additional functionalities. Decisions on whether to follow up on these requests exclusively depend on our judgment of the relevance of the requested functionality, the value it adds to the existing application and the availability of resources.

In addition to technically improving the existing applications, the e-Gov Project also puts serious efforts in following the way and the success with which they are implemented, detecting possibilities for improvements, promoting and increasing their usage and strengthening the capacity of the respective partner institutions to continue to implement, maintain and upgrade the systems in a sustainable and competent manner. The results of this work are presented below.

##### **Export/Import Licenses and Quotas - EXIM**

After the launch in November 2008, the use of EXIM was permanently increasing at a good pace. These positive results mostly owe to two factors: first, EXIM's functionalities that many trading companies and freight forwarders found extremely useful and beneficial and second, the eGov project and the Customs Administration designed and implemented an ambitious training plan that brought EXIM closer to the users and helped them learn how to use the system.

During this quarter, the eGov Project in cooperation with USAID BEA and the Customs Administration delivered three large presentations for the business representatives in Skopje, Bitola and Strumica. They were attended by 240 participants. Due to the election campaign no events were scheduled for March, so the Project plans to organize two more events in Tetovo and Skopje in April. All trainings consist of several components, i.e. EXIM concept, practical use of EXIM functionalities and detailed presentation of digital certificates.

In addition to the general presentations, the Project and the Customs Administration delivered EXIM training for a group of drug companies that apply for licenses to the Bureau of Medicines.

The training activities implemented during this quarter resulted in very positive statistics. The numbers on the use of the system at the end of March were the following:

- 140 economic operators registered to use the system
- 2,220 licenses processed through the system
- Of the 2,220 licenses, for 1,011 the applications were submitted by the economic operators.

Although the numbers are impressive for the first months of use of such a complex system, the EXIM implementation still faces several significant obstacles. One of the most relevant is the fact that the system is still not used by all 16 institutions, but by only nine. The reasons for this shortfall are different, from the change of premises that temporarily deprives the institutions from using the EXIM equipment and network, to significant structural and organizational changes that may result in changes in the way institution's licenses are being issued to the problem with final issuing of the licenses that in many Macedonian institutions should be done by the highest official, i.e. minister or director and they still do not know how to use their digital certificates. While the first two issues require time to be resolved, the third can in most institutions be overcome very quickly. The Project has prepared analysis of the legal provisions that regulate the delegation of the signing authority for EXIM purposes and discussed this issue with the Customs Director Vanco Kargov. He is willing to present it at a Government session and ask for guidelines for future action.

The Customs Director-General Vanco Kargov presented EXIM at the Conference of EU Directors-General of Customs organized under the Czech Presidency in Prague on 25 – 27 March 2009. According to his words, his presentation was followed with great interest and raised many comments in the following discussions. Presentations of EXIM at two other international fora are planned for next quarter.

Information on EXIM, prepared with the assistance of the Project was posted on the website of the World Customs Organization as a successful case study for trade facilitation. WCO is an international organization that is one of the most active promoters of the data harmonization and single window initiatives. The Project soon expects to have the EXIM portrayal posted also at the UNECE (United Nations Economic Commission for Europe) website.

In an attempt to complete development of the remaining stage 1 modules on transit documents, the Project held several meetings with the Customs Administration. Namely, the Customs has few months ago procured from the Italian Customs software for a new CDPS (Customs Declaration Processing System) and was assessing and identifying do and to what extent the new CDPS and EXIM overlap in this area, i.e. with regard to the transit documents. The final conclusion was that some of the planned modules (on processing of transit documents) will not have to be developed. The Project currently negotiates with the developing company on the terms for shifting of the funds originally contracted for these modules to other modules and functionalities that will be useful for more comprehensive EXIM service.

### **Employment Registration**

The system for electronic registration of employments was launched on 5 December 2008 and since then all employments in the country are registered through it, either by submission of employment forms by the employers or, for forms submitted in paper by entering of the data by the Agency employees.

During this quarter, the Project designed and started to implement a comprehensive training program that would encourage companies to use this service. Two training events have been held in February for the representatives of companies, in Skopje and Tetovo. They were attended by 180 participants. The events also included information on of digital certificates and how they are used in the application.

The Project printed an informative brochure that is being distributed at the events and also through the counters of the Employment Agency.

To facilitate the use of the system, the Project has in cooperation with the Employment Agency, prepared a document that contains information and guidelines with regard to several legal issues relevant for the process of electronic registration. The document was posted on the application's website.

The above-mentioned promotional and training activities have resulted in increase in the use of the application by the employers that was demonstrated by the following numbers: By the end of March 2009, 66 companies registered to use the system and carried out total of 3,344 transactions activities. In addition, 1,304 employees have registered in the system to electronically access their personal employment data.

Since the application was fully finalized, its source code was delivered to the Project by the developing company. The Project plans to hand over the source code to the Employment Agency in May 2009.

### **e-Procurement**

To support smooth implementation of e-procurement procedures, the Project has during this quarter organized and delivered 7 presentations and trainings, i.e. 2 presentations (Skopje, Tetovo) attended by 180 economic operators and 5 trainings for around 130 representatives of contracting authorities.

In addition, the Project delivered in cooperation with the USAID World Learning, two comprehensive three-day trainings for the PPB staff. The trainings were held in Bitola and their main goal was to transfer to the PPB employees the experience and knowledge on e-procurement accumulated by the Project during the period of development of the system and to enable them to take part in all future trainings as trainers.

To enable more competent internal maintenance of the e-procurement system, the Project has in cooperation with World Learning arranged for a series of IT trainings for the staff involved in the process. The trainings started in March 2009 and are expected to complete in July 2009.

In cooperation with PPB, the Project participated in two international events for promotion of the e-procurement, namely the Workshop on Development of eProcurement Solutions in line with the European Directives held on 14 January 2009 in Vienna and the Workshop on Electronic Public Procurement in Southeast Europe that took place on 26 February 2009 in Athens. Macedonian accomplishments in the area of development of e-procurement were highly praised by the participants of both events.

The Project completed the drafting of specific tender documentation and notification templates for public procurements conducted electronically, including templates related to e-auctions. Also, as a result of the trainings and communication with the contracting authorities and economic operators, the eGov Project drafted opinions regarding the implementation of specific provisions of the Public Procurement Law. The templates and the opinions are being reviewed by PPB and two of them have already been posted on their website for download by the contracting authorities.

Although both the Project and PPB carried out numerous activities aimed at increasing the usage of the system, the number of e-procurements for this quarter has not significantly raised. The main reason were the local and the presidential elections due to which virtually no procurement procedures were initiated in February and March. The statistics on the use of e-procurements in Macedonia to date are the following:

- 227 registered contracting authorities
- 1,240 registered users from economic operators
- 44 electronic procurement procedures
- 19 e-auctions

The source code of the final version of the application was delivered by the Project to the Public Procurement Bureau on 10 March 2009 thus officially transferring to them the ownership of the application.

The Project has devoted significant efforts during this quarter in assisting the process of defining the mode and scope of integration between the e-procurement system (developed by the Project) and the web information system (developed by PPB). The result of the mutual work of the Project, PPB and the developing company was a document that elaborates the details of the integration and the description of several new functionalities that will be added to the system. The integration is expected to result in a compact e-procurement system that will enable comprehensive conduct of e-procurement procedures and be friendlier for the end-users. The role of the eGov Project in this process is to provide guidance and advice. The integration is expected to complete by the end of 2009 and will financially be covered by the Ministry of Information Society.

The eGov Project was approached by the developer of the e-procurement system, the local IT company Seavus with information on the interest of the Serbian Government to implement e-procurement for their national procurement procedures. The main focus of the discussion was put on the possibility for transfer of the Macedonian e-procurement system to Serbia through the USAID missions in both countries. After an analysis of the Macedonian and the Serbian procurement legislation which have proven that the two systems are similar enough, the next step will be to initiate more intensive discussions for transfer of the application. We expect that the Serbian Government will soon address USAID Mission in their country and ask assistance for the implementation (including customization and localization) of the Macedonian e-procurement system.

### **Application for Distribution of International Transport Licenses**

The Project was asked by the Ministry of Transport and Communications to postpone the delivery of the source code until they carry out the necessary preparations for its proper maintenance. The two main conditions were set to be the signing of a maintenance contract with the IT company that developed the application in order to provide an assistance that will during the first year available to the Ministry on 24/7 basis and to migrate the application from the General Secretariat to a server in the Ministry.

The fulfilment of these two conditions has taken longer than expected and has still not been completed until the end of March. The Project is in permanent contact with the Ministry and the IT developer and expects that the Ministry will be ready to receive the source code at the latest by May 2009.

## **e-Tax Services**

The bug in the development component used for programming of the e-tax application was identified and removed thus eliminating the main reason for the memory leak that was significantly reducing its capacity for simultaneous receipt of a large number of tax applications. As soon as this has taken place, the Project continued with activities for intensive promotion of e-tax services to SMEs.

On 8 April 2009, the Public Revenue Office and the Project organized a press conference to officially inform the public that e-tax services are available for all legal entities and to encourage SMEs to use them. The media were addressed by Gordana Toseva from the eGov Project and Dino Avirovic, Director of the PRO Department for Tax Services. The functionalities of the application were presented by Blagica Mitrovska, Head of the PRO IT Department. A large number of media representatives were present at the event and were very interested in the possibilities and the benefits offered by the system.

Immediately after the press conference, the presentation on e-tax services was included in the events already planned by the Project for other applications outside of Skopje. Thus, the e-tax will be presented at events in Tetovo, Stip and Bitola in April. In addition, separate trainings will be held on e-tax services in Kavadarci and Skopje in May.

In cooperation with the Public Revenue Office, the Project printed an informative brochure on e-tax services that will be distributed to all potential users at the training events and through the PRO counters in all local offices. The brochure was printed in 5,000 copies.

The Project has defined the last set of modules that will be developed to further improve the efficiency of the PRO in handling the large number of tax applications and to improve the quality of the service offered to the tax payers. The developing company has immediately started to work on their development. Modules will be developed according to the priority determined by PRO and the development is expected to be completed by August 2009.

## **Site Builder**

The source code of the application was delivered to the Minister of Information Society Ivo Ivanovski on 2 September 2008. From that moment, the Government of Macedonia officially became an owner of the Site Builder.

The application continues to be successfully used by the Ministry of Education for distribution of all state benefits available to the students, such as places in dormitories, scholarships, loans, etc.

In February 2009, the Project completed the Evaluation Report for the implementation of the Site Builder application by the Ministry of Education and Science. The results have shown a very high level of satisfaction both by the Ministry employees and by the students who applied for and were granted various benefits through the system.

## **Apply Online System for Employment within the State Administration**

The application is a result of the constructive and close cooperation between the Macedonian Civil Servants Agency and the eGov Project. Today 93% of all applications for civil servant vacancies are submitted through the system saving to the applicants and to the Agency significant amounts of

time and money. According to the latest statistics, in the period September 2007 – March 2008, the Agency has saved in the expenses for post services paid for communication with the applicants (invitations to testing and interviews) alone, 440,000 MKD or approximately \$11,000.

The Project was approached by the USAID-funded Court Modernization Project with an initiative to implement the Apply Online application for employments in the court administration. Several meetings were held between the eGov Project, the USAID Court Modernization Project, the Court Administration Council and the Civil Servants Agency to explore the compatibility of the procedure for employment in the court administration with the functionalities of the system. Based on the discussions and the information exchanged at the meetings, it seems that the possibilities for implementation of the Apply Online application in this case are fairly high. One of the biggest obstacles would be the change in the existing legislation that currently stipulates decentralized employment procedure that should be carried out by each individual court, instead of centralized one which is the criterion on which Apply Online was developed. The Project will continue to participate in discussions on this issue and assist the process in any way possible.

### **Accountability through Transparency - ATT**

Ten out of the eleven municipalities that got the Accountability through Transparency application are actively using the services. The level of use differs from municipality to municipality. According to the statistics for the period June 2007 – April 2009, the top three municipalities by number of hits on the website are Struga (12,883), Resen (10,344) and Kocani (4,311).

The Implementation Report prepared by the Project in December 2008 found out that the application is primarily being used by the municipalities for improvement of the internal functioning of their administrations and councils providing some of them with significant money and time savings. Unfortunately, the benefits of accountability and transparency that were expected to be achieved are falling behind, mostly due to the lack of democratic capacity by all stakeholders: municipalities, citizens, NGOs and local media.

### **e-Budgeting**

The application is being used by the Ministry of Finance and majority of budget users during all stages in the budgeting process – planning, preparation and monitoring. The Ministry has taken real ownership of the application and considers it extremely useful for the overall efficiency of the very complex budgeting process.

The draft Budget for 2009 has this year been submitted to the Parliament for discussion and adoption already in mid-November, much earlier than in the previous years. This to a great extent owed to the efficient process of submission of budget circulars and the consolidation of the budget document through e-budgeting.

In March 2009, the Project completed the evaluation of the implementation and efficiency of the e-budgeting process. The findings were extremely positive and demonstrated that the system not only significantly improved the budgetary process but also stimulated all budget users to demand more e-solutions.

### **e-Health Registries**

The application is being used for the internal daily work of the employees within the Drugs Bureau of the Ministry of Health, responsible for registration of new drugs, as well as for generation of Decisions for registered drugs. Those that use the application on a daily basis are satisfied with the offered functionalities, claiming that their work is expedited and facilitated. Database where all registered drugs are stored is now accurate and maintained regularly.

## **B. Other Initiatives by the eGov Project During the Quarter**

### **Digital Certificates**

The importance of the digital certificates has been stressed on several occasions so far. However, their relevance increased even more with the increase in the number of applications in which certain levels of authentication and identification of users are contingent upon digital certificates. Currently, digital certificates are mandatory in three applications developed by the eGov Project – e-procurement, electronic registration of employment and EXIM; so the availability of these e-government services to direct users directly depends on how many of them already have or plan to obtain digital certificates.

During the last three months the Project engaged in intensive outreach and training program aimed at promoting digital certificates and facilitating their use. In this regard, separate presentations on the concept of digital certificates and how they should be used were incorporated in every presentation and training event. As result, information on digital certificates was disseminated to 570 participants at 12 events.

In addition to the presentations, on all events organized by the Project for the representatives of the business community, the two authorized issuers (Makedonski Telekom and KIBS) of digital certificates were offered to put stands in the lobbies of the event premises to promote their services and products to potential users. Both companies fully used this additional opportunity to reach to businesses.

### **Assistance to the Ministry of Information Society**

One of the major activities envisaged in the cost extension granted to the Project in April 2009 is the assistance to the Ministry of Information Society with an objective of strengthening the capacity of its staff to develop and implement e-government applications. Activities include training, capacity building and transfer of the know-how generated in the project during the five years of e-government development and will in detail be elaborated in the revised Work Plan for the period October 2008 – September 2009. Their implementation will start during the next quarter.

## **IV. Other Activities**

### **Monitoring and Evaluation**

During this quarter, the Project has completed the evaluation reports for two applications, the e-Budgeting and the Site Builder. The evaluation reports were submitted to the USAID mission. Evaluation results are very encouraging. They show a very high level of satisfaction of the users of both applications and are extremely encouraging in terms of their future sustainability.

Such evaluations once again confirm the huge benefits that e-government applications offer to the users (state institutions, companies and citizens), but also testify on the increased capacity of the users to recognize and embrace these benefits.

Upon request of the USAID Mission Director Michael Fritz, and based on the evaluation report on e-budgeting, the Project prepared an article on the successful implementation and the changes introduced by the application in the budgeting process. The article will appear in the May issue of the USAID newsletter.

### **Public Events**

On 6 March 2009, the Project organized ceremony on the occasion of the International Women's Day. The main purpose of the ceremony was to present certificates of appreciation to ten women with which the Project cooperated in the past and that made significant contribution to the success of the project activities. The certificates were delivered by the USAID Mission Director Michael T. Fritz.

On 8 April 2009, the eGov Project and the Public Revenue Office organized a press conference to invite all legal entities (other than large tax payers who were already using the system) to start using e-tax services.

### **Training**

During this quarter, the Project undertook the following training activities:

- e-Procurement: Seven training events and presentations for contracting authorities and economic operators. Two three-day detailed trainings for the staff of the Public Procurement Bureau. Events have been attended by around 330 participants.
- Employment Registration: Two training events for employer-companies attended by 180 participants.
- EXIM: Three trainings for economic operators for around 240 participants.
- Digital certificates: Twelve presentations for 570 participants.

### **Publications and Other Project Material**

The Project prepared informative brochure for the users of the application for e-tax services.

## **V. Subcontracts**

During this quarter, the Project signed the following contracts/annexes:

- 26<sup>th</sup> January 2009 - Annex 5 for additional functionalities in the EXIM application.
- 26<sup>th</sup> January 2009 – Framework agreement with AXIS Training Centre for renting of their computer classroom for e-procurement trainings for contracting authorities.

## **VI. Memorandum of Understanding**

No Memoranda of Understanding were signed during this quarter.

## **VII. External Relations and Meetings**

### **A. Participation in Conferences**

Elena Stamataska, the Project Deputy CoP participated in the following two international events for promotion of the e-procurement:

- Workshop on Development of eProcurement Solutions in line with the European Directives - 14 January 2009 in Vienna
- Workshop on Electronic Public Procurement in Southeast Europe - 26 February 2009 in Athens.

Macedonian accomplishments in the area of development of e-procurement were highly praised by the participants of both events.

### **B. Study Trips for Macedonian Officials**

No study trips have been organised during this quarter.

### **C. Meetings with Macedonian Officials**

The Chief of Party continues to meet with the Minister of Information Society Ivo Ivanovski on a regular basis. Since all applications are developed in close cooperation with the relevant national institutions, project staff regularly meets the directors of the Public Procurement Bureau, Customs Administration, Employment Agency and other agencies in order to coordinate the implementation of activities.

### **D. Coordination with Other USAID Projects**

The Project implemented three trainings for economic operators on the functionalities of the application for export/import licenses and quotas – EXIM in close cooperation with the USAID Business Environment Activity.

The Project and World Learning cooperate in several areas:

- IT trainings for the e-procurement administrators for PPB and representatives of PRO, MIS and General Secretariat.
- Organization of two three-day trainings for the PPB staff.
- Public Procurement Bureau capacity building implemented under the World Learning Human and Institutional Capacity Building Program.

Cooperation was also established with the USAID Court Modernization Project with regard to possibilities for implementation of the Apply Online system for employments in the court administration.

### **E. Coordination with Other International Donors**

Project CoP attended the International Monetary Fund presentation on the results accomplished during the implementation of their project for Building the Institutional Capacity of the Public Revenue Office.

Project deputy CoP had follow up meeting with the World Bank to discuss the legislative framework for public procurements, as well as e-procurements in the country. The objective of the World Bank mission was to explore the possibilities for the implementation of a pilot project that would provide some of the procurements for Bank's project in Macedonia to be carried out under the domestic legislation.

#### **F. Cooperation with Private Entities**

The Project maintained regular cooperation with all private entities involved in the development and auditing of its applications.

### **VIII. Administrative and Internal Operational Matters**

As result of the awareness that Project assistance will still be needed for at least additional year to achieve optimal level of sustainability for some of its crucial applications and in consultations with USAID Macedonia, Internews has on 2 December 2008 submitted a proposal for cost extension of the eGov Project. The cost extension was formally approved by USAID on 10 April 2009 and the Project was granted increase in ceiling of \$700,000 and extension in time of sixteen months, from October 2009 to January 2011.

The Project will in April 2009 submit to USAID revised Work Plan for Year 5 and revised Performance and Monitoring Plan.

#### **IX. Report on the execution of planned activities for this quarter**

Most of the activities planned for this quarter have been successfully implemented.

#### **X. Planned activities for next quarter**

- Continue and complete development of the remaining EXIM module for submission of transit customs declarations.
- Sign Memorandum of Understanding with the Customs Administration for the future cooperation regarding EXIM upgrades for additional export/import procedures and start working on defining the design and the scope of the upgrades.
- Sign Memorandum of Understanding with the Ministry of Information Society for the future cooperation on capacity building.
- Start security audit for the application on electronic registration of employments.
- Start security audit for EXIM.

- Continue trainings for the e-procurement, EXIM, employment registration and e-tax systems.
- Continue activities aimed at increasing and facilitating the use of digital certificates in Project's e-government applications
- Deliver the source code for the application on international transport licenses to the Ministry of Transport and Communications
- Deliver the source code for the employment registration application to the Employment Agency.