



E-MONGOLIA ACADEMY

STATE-OWNED ENTITY

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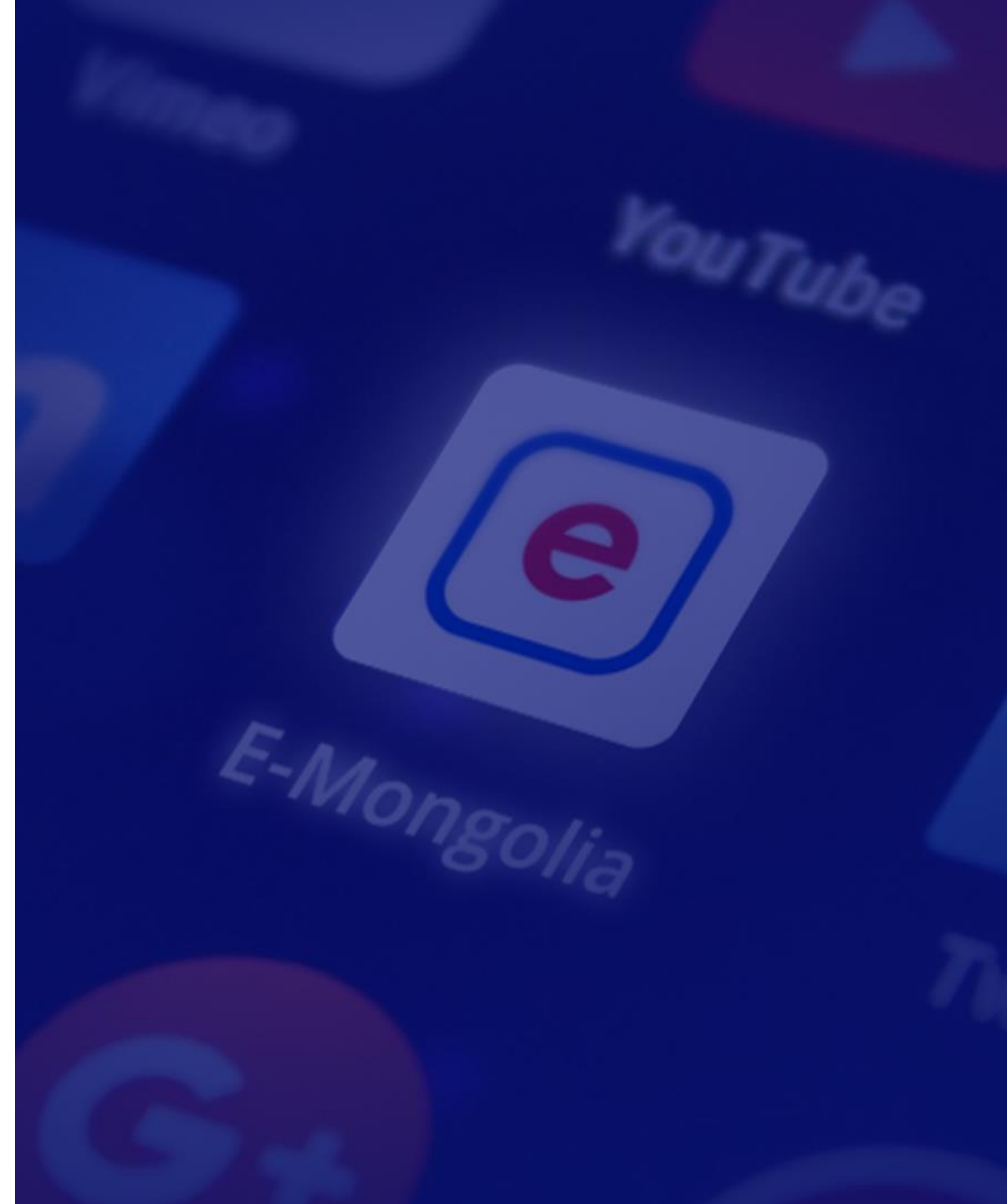
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01.

**ORGANIZATION GOALS,
PURPOSES**



PURPOSE

To support e-government transformation, implement and develop high technologies in the e-government public services and activities, and implement comprehensive measures necessary to become an e-nation by introducing international best practices.



OBJECTIVES

Consulting

Optimize the certain sectors, organizations and activities of the government and provide consulting services.

Training

Develop training content and organize training course in terms of improving training skills.

Development

Develop an information systems and software in accordance with government policies and request of public organizations.

Reliability

Ensure the proper operation such as adaption, development, and usage of the information system, and cooperate with other public organizations.

Integration

Organize and develop public-private information exchange system (KHUR) and its support subsystems.



02.

**E-MONGOLIA SYSTEM
ROADMAP**



E-Mongolia

E-MONGOLIA TIMELINE



MARCH

E-MONGOLIA SYSTEM HAS REACHED 1 MILLION USERS.

MAY

E-MONGOLIA 11-11 CENTERS HAVE BEEN ESTABLISHED TO SERVE THE CITIZENS.

OCTOBER

E-MONGOLIA 2.0 VERSION HAS BEEN LAUNCHED.

2020

2022

APRIL

THE "E-BUSINESS" PLATFORM HAS BEEN LAUNCHED TO FOSTER A POSITIVE BUSINESS ENVIRONMENT.

MAY

E-MONGOLIA 3.0 VERSION HAS BEEN LAUNCHED.

OCTOBER

"E-KIDS" CHILD PROTECTION SERVICE HAS BEEN LAUNCHED.

2024

OCTOBER

THE E-MONGOLIA SYSTEM WAS LAUNCHED.

181 GOVERNMENT DIGITAL SERVICES BECAME AVAILABLE TO CITIZENS.

2021

MAY

E-MONGOLIA MOBILE APPLICATION HAS REACHED 1 MILLION USERS.

JULY

21 PROVINCES OF MONGOLIA HAS BEEN DIGITALIZED.

2023

MAY

e mongolia 4.0
HAS BEEN LAUNCHED.

SEPTEMBER

74 REFERENCES AND CERTIFICATES ARE NO LONGER REQUIRED TO BE NOTARIZED.



03.

**DIGITAL LITERACY
TRAINING**



Two short horizontal lines, one orange and one blue, stacked vertically.

What we do in the scope of enhancing citizens' digital literacy

01. Research and Analysis

02. Curriculum development

03. Training content and materials

04. Organize training for target group citizens
/elderly people, citizens of remote areas, PWDs, government employees/

05. Improve accessibility for people with disabilities

06. Training of Instructors

07. Implementation of initiatives and programs in
collaboration with foreign and domestic organizations.



Digital literacy training course results for 2022.3-2024

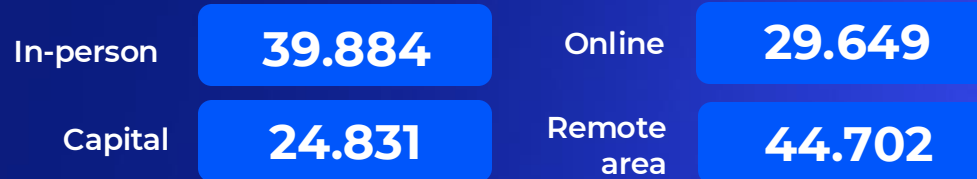
The number of people who participated in the training:

69.533



TRAINING FREQUENCY - 915

1991 HOURS



04.

**MONGOLIAN DIGITAL
DEVELOPMENT STATUS**

Mongolian Development Status

Mongolia's Digitalization Status (2024)

46

UN E-Government Development Index

Asia Ranking: Positioned 13th in Asia



74

Significant improvement from 74th place in 2022

Key Driver:

E-Mongolia Platform:
A vital platform offering

1258

government services
online

Subsidiaries and Partners:

E-Mongolia Academy,
National Data Center,
and Communications
Regulatory Commission

E-Mongolia Academy, the State-owned Entity

**Workforce
Size:**

~120
employees

Core Mission:

Support Mongolia's transition to a Digital Nation by integrating global best practices and advanced technologies into public sector operations

Key Goals & Functions:

- Streamline and manage digital public services to ensure seamless access
- Ensure compliance with laws and standards related to digital services
- Enhance customer satisfaction through effective management of complaints and requests
- Establish service points to improve the accessibility of services across the country
- Train staff to maintain and continuously improve service quality

Achievements in E-Government



Open Government Awards 2023



World Governments Summit 2023



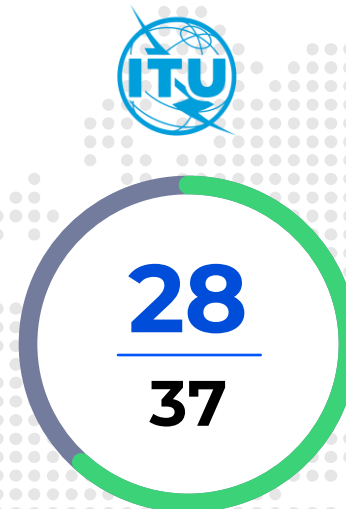
E-Government Development Index (EGDI) ranked 46th out of 193 countries 2024



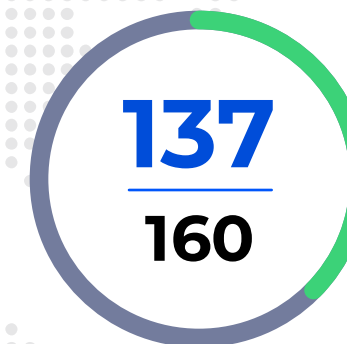
Cybersecurity Index



The Global Cybersecurity Index (GCI), ITU, 2020 report



The Global Cybersecurity Index (GCI), Regional Asia-Pacific, ITU, 2020 report



National Cyber Security Index, The e-Governance Academy (eGA), 2021 report

05.

**E-MONGOLIA DIGITAL
PUBLIC SERVICES**



E-Mongolia

YouTube



Twitter



Instagram



PUBLIC SERVICES AND ONLINE INFORMATION



OPERATOR
BASED SERVICE

2%



WEB
BASED SERVICE

13%



MOBILE BASED
SERVICE

85%



Public services

Proactive, composite



Digital Documents

National ID, driving license, etc.



Biometric services

Biometric identification



Health care services

Medical records, lab results,
vaccination etc.



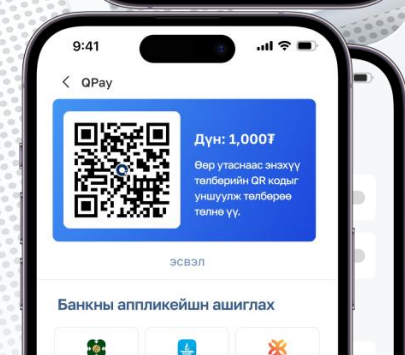
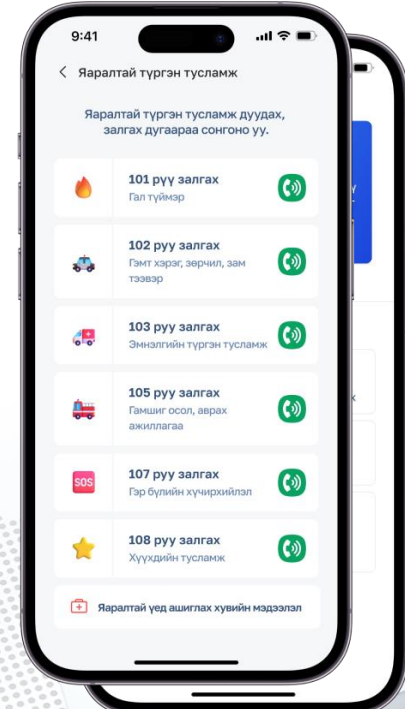
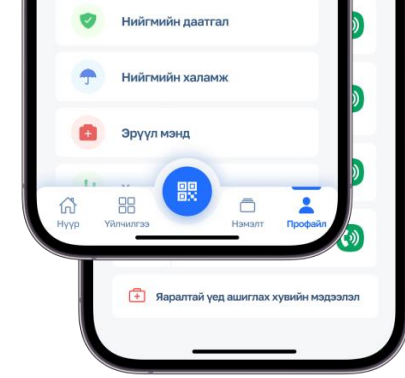
Online payment

for fines, taxes, etc.

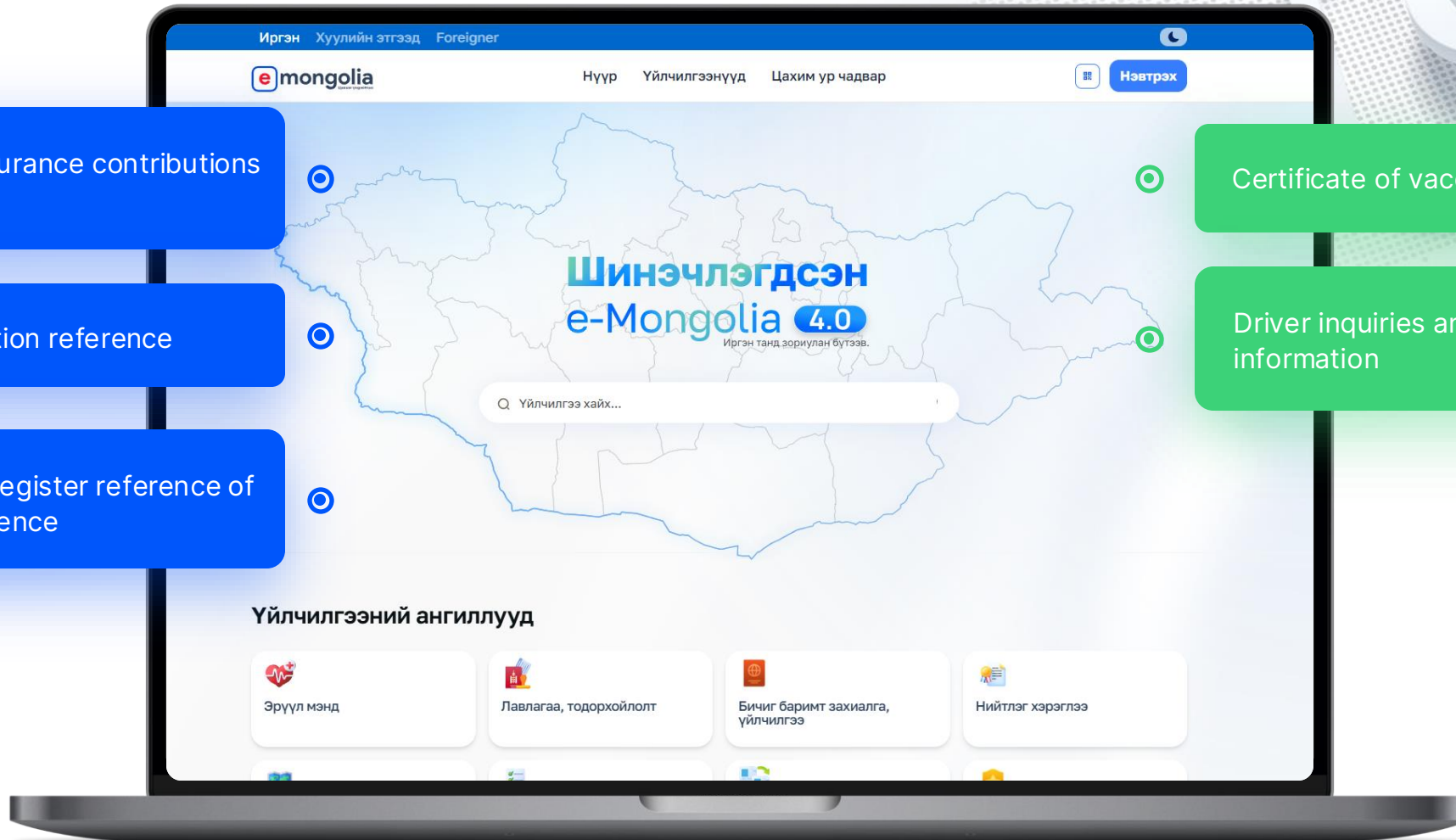


Kids protection community

SOS, location sharing etc.



Popular Public Services



Social insurance contributions reference

Identification reference

Address register reference of civil residence

Certificate of vaccination

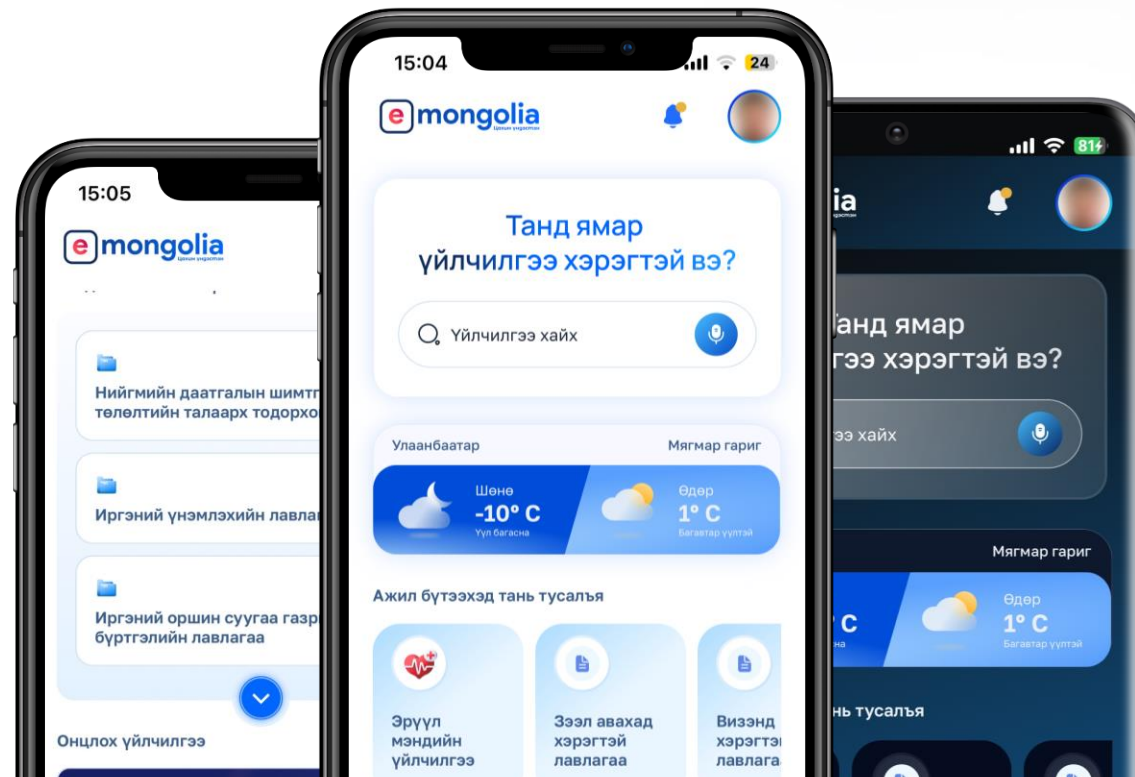
Driver inquiries and information

Registered users age statistic



1,931,524
Registered users

84%
Adult population



515,000
Active users per month

1,600,000
Service requests per month

The cost of commuting

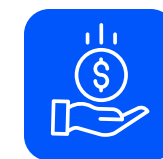
22.1 million \$

The cost of documentation required to
obtain the service

333.5 million \$

The cost of time spent on services

1.6 million \$



TOTAL

357.2 million \$

SAVED BY CITIZENS



e mongolia

300 m

Saved 1 Eiffel tower
equivalent papers each
month



6 x Sukhbaatar square of Mongolia
*approximately 30,000 square meters.

To make about 10,000 sheets of paper, a pine tree with a trunk diameter of 8 inches, a usable height of 45 feet, and 1000 liters of water is required. For at least one successful government service, two pieces of paper are wasted. As a result, we have saved:



116,600,000
PAPER



11,660
WOOD



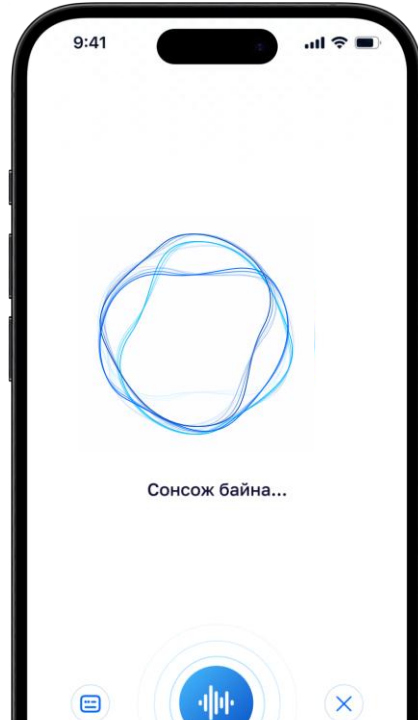
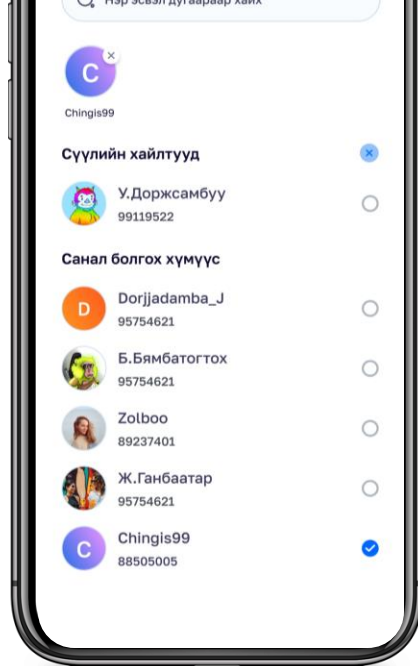
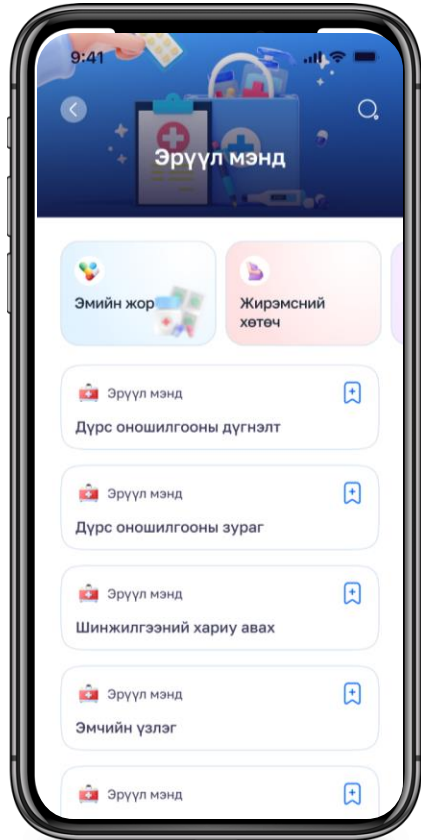
11,660,000
PURE WATER

06.

**E-MONGOLIA
VERSIONS 4.0**



E-Mongolia



e mongolia 4.0

New features

- **AI**
- **Chat**
- **Health**
- **Easy-to-use**
- **Smart notification**

Users under 16 can register and log in with KIDS ACCESS through the E-Mongolia platform to ensure their safety and to inform their parents and guardians about their location.

ekids



Send location to your parents



Instructions and guidelines



Chatting



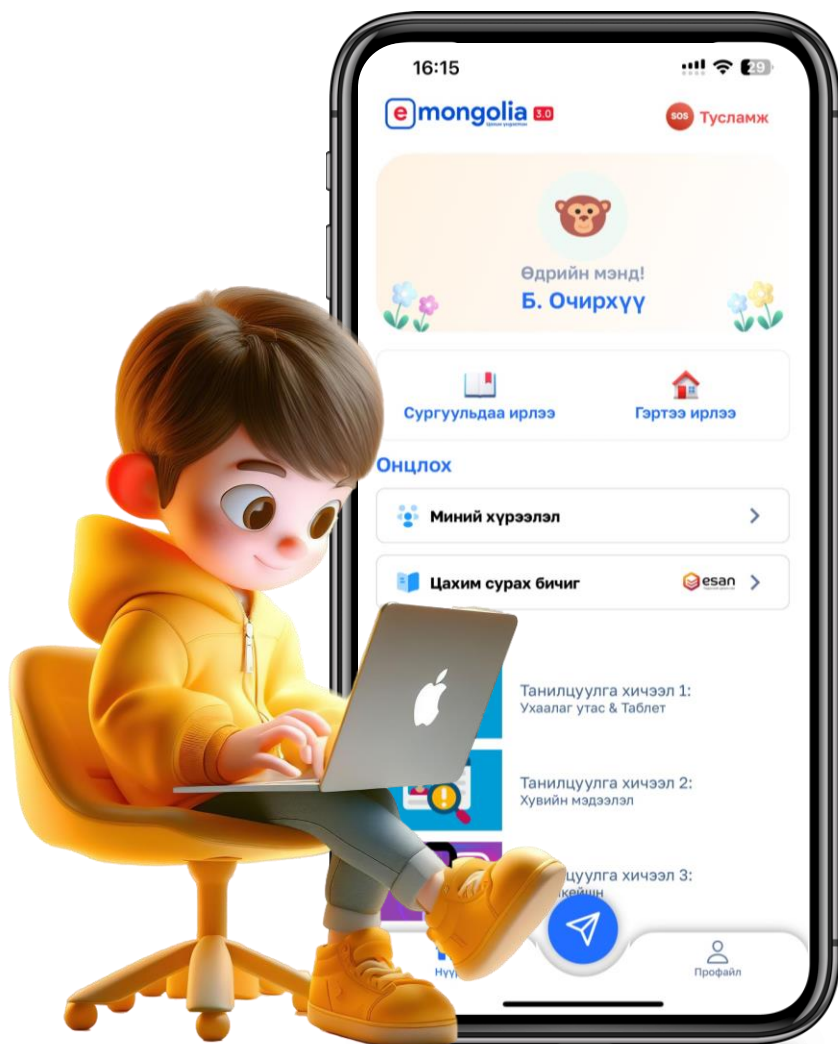
Online textbook



Report to the police



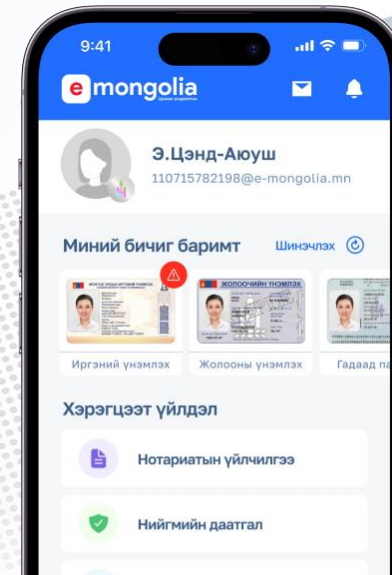
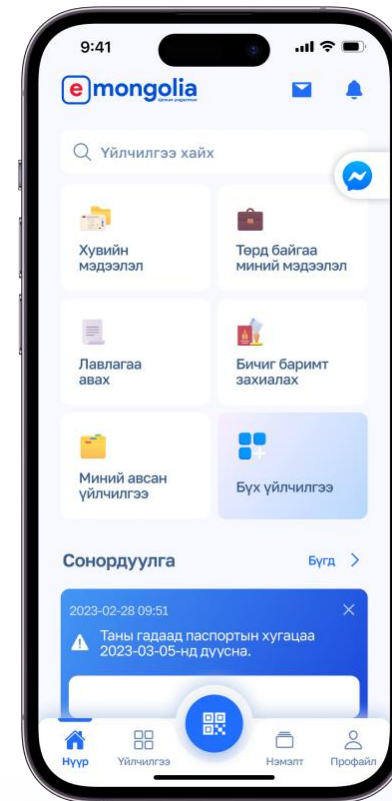
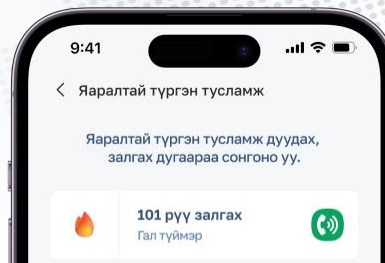
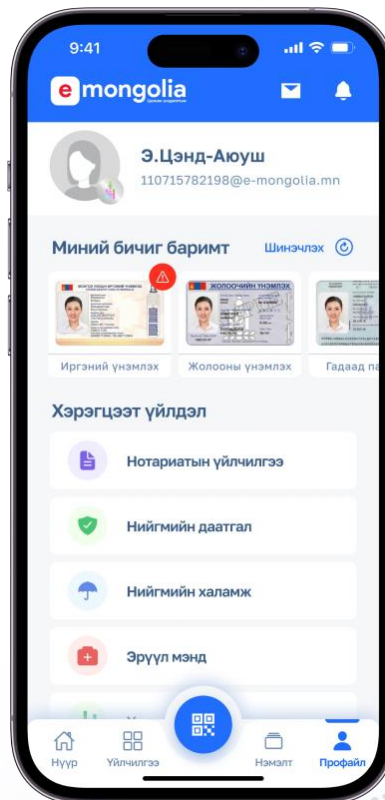
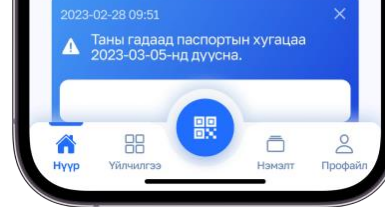
Call for help /sos/



Government digital service accessibility

emongolia 4.0

WCAG



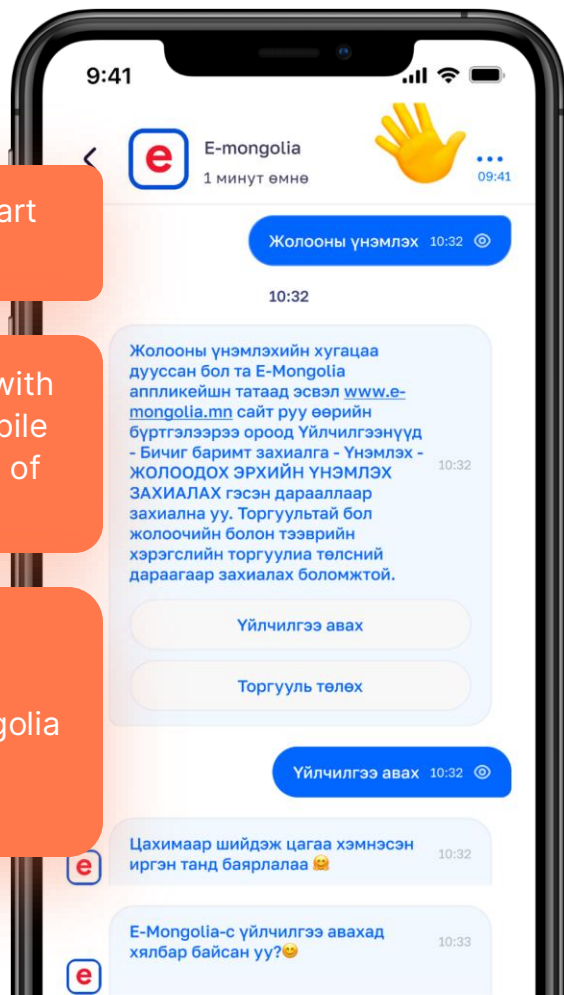
Artificial intelligence

CHATBOT

AI-based smart chatbot

Compatible with web and mobile app versions of chat

Accepts all notifications from e-mongolia government service



CHAT

Text, photo, audio, video, file, reaction, reply, attach

Ssl/tls 1.3 (4096-bit rsa key) protocol

Confidential chat messages

End to end encryption



07.

**MAIN AND
SUBSYSTEMS**



E-Mongolia

MAIN AND SUBSYSTEMS

We are responsible for the development and sustainable operation of **29 GOVERNMENT SYSTEMS**, such as official letter exchange system, state information exchange system, government meeting management system, digital services provided by the government, and management systems for internal operations among state agencies.



DEVELOPER.XYP.GOV.MN



NOTIFICATION SYSTEM



E-MONGOLIA.MN



E-SIGN



ERP SYSTEM



OPENDATA.GOV.MN



DOCX.GOV.MN



SUDALGAA.GOV.MN



LAVLAGAA.E-MONGOLIA.MN



E- BUSINESS



GOV.MN



60.9 millions

TOTAL ONLINE SERVICE REQUEST IN 4 YEARS



87 organizations



1258 services

Implementation process



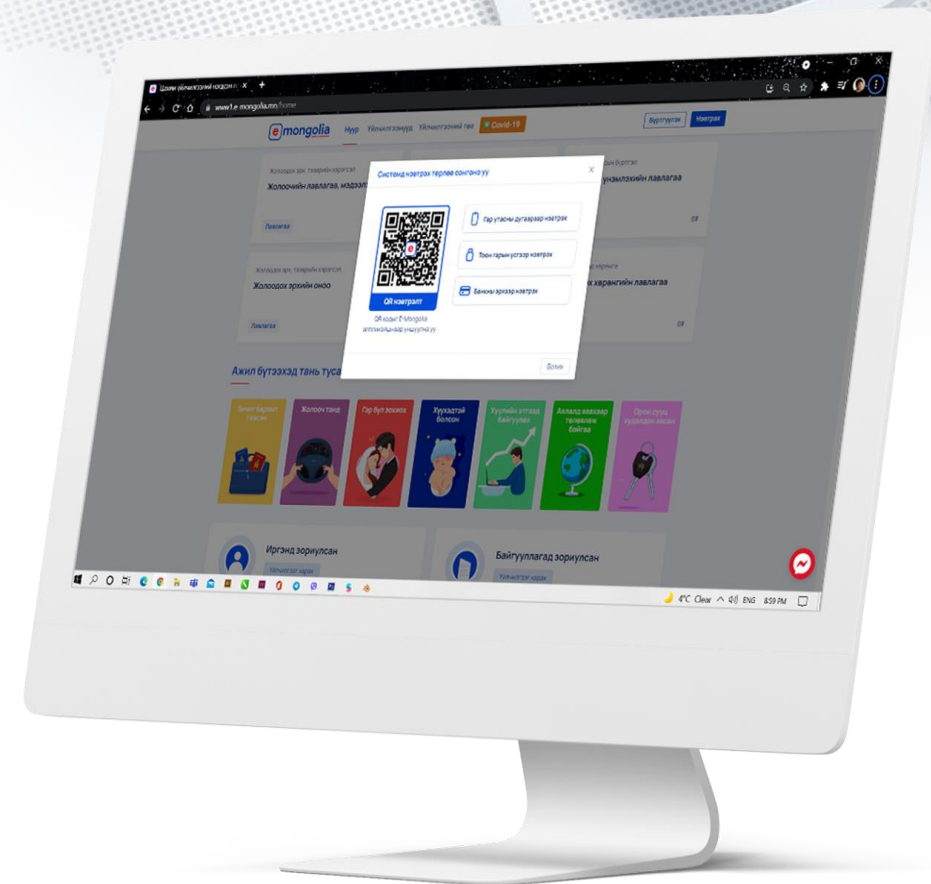
Period

18 months



Human resource

19 people



2,673,890,655

Total number of transfers

XYP GOVERNMENT
INFORMATIONS
EXCHANGE SYSTEM

806

Services

517

Organizations

"Khur" is a government information exchange system designed to simplify services and activities between the government and citizens. Adhering to international standards, it ensures reliable operations and robust information security. This system enhances coordination between organizations and facilitates public access to services through a centrally managed platform, ensuring uninterrupted delivery of public service information.

Implementation process



Period

12 months



Human resource

6-9 people

Implementation	Human resource	Period	Responsibilities
1 Infrastructure	2	12m	Microservice infrastructure, VPN service, CI/CD, Monitoring and alert /Prometheus/, Error tracking /Sentry/, Kafka /Streaming service, distributed/, Hadoop /centralized/, Reporting, Auditing /centralized/
2 Service development	2-3	7-8 m	Meta database, Metadata service, Rules service, Security service, Timestamping service, Data access service /Loopback, apigee/
3 Information security team	2- 4	12 m	Network level security /VPN/, End-to-end encryption, Timestamping, OCSP

326

Connected systems

DAN

**AUTHENTICATION
SYSTEM**

203

Private sector

The "DAN" identification login system enables the verification of both individuals and legal entities for accessing various digital services in an online environment. It allows the government to authenticate users across different platforms by leveraging online service providers from both the private and public sectors. This unified system eliminates the need for storing passwords or personal data, reducing the duplication of citizen identification efforts and development costs. By integrating with the state login system, it facilitates the creation of citizen-centered electronic services quickly and affordably, while enhancing information security through centralized database management.

Implementation process



Period

12 months



Human resource

5-7 people

	Implementation	Human resource	Period	Responsibilities
1	Infrastructure	2- 3	12 months	Microservice infrastructure CI/CD,
2	Team	3- 4	12 months	Rewriting core codes, AI, KYC, Operator codes



DOCX- Document exchange system

This system is for exchanging official documents between government and private organizations. So It will be possible to exchange documents electronically.

Implementation process



Period

12 months



Human resource

11-16 people



ERP.E-MONGOLIA.MN

This system improves coordination between local and central organizations that exercise state executive power, governors at all levels and other government organizations. This could save time ,facilitate internal operations and create a unified database for government employees. It is an integrated operation management system.

Implementation process



Period

18 months



Human resource

16-23 people



Esign client program

This client program checks digital certificate, reveals certificate informations, change the pin code of e-token device, and make digital signatures.

Implementation process



Period

18 months



Human resource

12-19 people

e business



Online formation of a legal entity



Manage the data for your company.



Unified source of licenses



**Integrated search system /legal entity,
intellectual property/**



Services for legal entities



08.

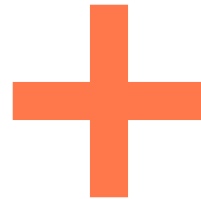
**E-MONGOLIA INTEGRATED
SYSTEM PROPOSAL AND
OUTCOME**

18 months



Integrated platform for delivering government services

- Streamlines access to public services through a single portal.
- Enhances efficiency and transparency in service delivery.



KHUR&DAN SYSTEMS

12 months

- Enables efficient, secure information exchange between government and citizens.
- Enables secure citizen identification for accessing digital services online, integrating with public and private platforms

E-MONGOLIA SUBSYSTEMS

- Provides an integrated management platform with a unified database for efficient governance.
- Simplifies and digitizes document-sharing processes for efficiency among government personnel.

Trainings, capacity building, consulting

«Digital Nation»
concept



e mongolia
academy