

Application: 4086

Digital Innovations Center: Shaping the Future of Social Digital Solutions

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
Name of Organization/Company DOST Digital Innovations Center
Additional Contacts I do not wish to list additional contacts
Page: Entry Information
Entry Title Digital Innovations Center: Shaping the Future of Social Digital Solutions
Category N08. Technology Team of the Year - Government Technology
Technology Team Submission Format Written Answers
a. Briefly describe the nominated technology team: its history and past performance (up to 200 words). Required <p>Prior to establishment of the DOST Digital Innovations Center, the Ministry of Labour and Social Protection of Population, along with subordinate bodies, maintained separate IT departments primarily focused on Helpdesk activities. However, in 2018, a Presidential Decree was issued to expand utilization of e-services in labor, employment, social protection, and social security domains. This directive catalyzed Ministry's initiative to restructure its departments responsible for digitalization and e-services. Consequently, in 2022, DOST Digital Innovations Center was formed under the Ministry, integrating all IT departments.</p> <p>The aim of the Center is accelerating digitalization of state social services of Azerbaijan, improving existing electronic services, as well as managing all IT services of social field from single center.</p> <p>The Center has already successfully digitized over 150 social services, spearheaded over 100 in-house projects, and initiated the "Mechanism of the proactive people-centred assignment of social benefits" project, benefiting over 9 million citizens. Additionally, it thwarted over 3 million cyber-attacks on its systems.</p> <p>Center primarily comprises departments related to IT direction, including Infrastructure, Programming, Security, Project Management, Data Analytics, and Helpdesk. Each department further encompasses several more specific divisions. With 233 staff members, the institution provides services to over 8,000 employees working in 300 institutions.</p>
b. Outline the technology team's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required <ol style="list-style-type: none">1) The Center became country's first institution in completing transition to "Government Cloud."2) 92.7% digitalization rate (equivalent to 147 services) of state social services has been achieved, benefiting over 9 million citizens with accurate and finalized data.3) To enhance data exchange capabilities, integration with systems and platforms of over 80 state and private institutions—including the Ministry of Internal Affairs, Ministry of Economy, banks, and others—has been organized.4) Establishment of Centralized Electronic Information System, operating on the "one window" principle and encompassing 16 subsystems and 4 registers, serves as the primary repository for electronic information regarding social services.5) Introduction of unique artificial intelligence (AI) driven proactive assignment mechanism for the assignment of social benefits, making country the first in the Post-Soviet region to implement this mechanism extensively. Currently, 56 services operate based on this mechanism, shifting from "reactive" to "proactive" measures in state services.6) Launch of Labour & Employment subsystem, Azerbaijan's first centralized digital platform, consolidating all aspects of labor and employment relations. In addition to incorporating standalone digital projects, system facilitates tracking of social and economic dynamics across cities.7) Culture of "digital labor contracts" across state institutions was established, resulting in significant environmental benefits: estimated 23 thousand trees saved within just one year of replacing paper contracts with digital counterparts.8) Introduction of Unified Social Registry – "e-social," empowering citizens to monitor their social rights online and fostering principle of "public control" over personal data. Portal has already garnered 1.5 million active registered users.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's past performance (up to 250 words). Required

The Center's achievements are significant as they have nationwide coverage. Here are some impact numbers:

Social impact:

- In 2019, over 90% of social benefit assignments experienced delays extending from 2–4 months, and in some instances, up to a year from the eligibility date. In 2023 digitalization demonstrated remarkable efficiency: 72% of beneficiaries are assigned on the very day their rights were established, and administrative enhancements ensured that the remaining 28 per cent saw their assignment durations slashed to a mere 15 days.

Administrative impact:

- Signing of digital contracts now requires 15 minutes, while the preparation and signing processes of manual contracts could take up to 3 days.
- Operational costs, in comparison to the previous manual system, declined by 40%, showcasing fiscal prudence.
- Previously reliant on outsourcing, all projects were transitioned to in-house development post-establishment of the Center, resulting in substantial cost savings.
- The Center's operational efficiency enabled simultaneous management of over 70 e-projects with involvement of just 200 staff members.

Citizens satisfaction:

- Reduction in number of complaints related to social services by 70%.
- Level of satisfaction of citizens social services increased sharply and amounted to 98%.

Integration with other institutions:

- Over 53 million requests have been processed through the integration services to Unified Finance Exchange Bridge.
- Exchange of data is possible within a couple of minutes, while same process before were taking over 15 days, sometimes month.

Contribution to decision-making processes:

- Data analysis leveraging digital services has reached 87% coverage of population, providing extensive insights for informed decision-making policy.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

- 1) "2023 ppt" - A presentation detailing the Center's activities in the year 2023, encompassing the work of various departments.
- 2) "Digital Innovations Center" - A presentation showcasing the establishment of the digital ecosystem.
- 3) "Poster-RIM" - Illustrating the internal structure of the Center.
- 4) Video outlining the Center's general purpose and strategy.

Webpage Link

Would you like to add an additional webpage link?

No

Supporting Document

Download File (<https://stevies-tech.secure-platform.com/file/66089/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjo2NjA4OSwiYWxs3dOb3RTaWduZWRVcmwiOiJGYWxzZSI6ImInbm912023%20ppt.pptx>)

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Download File (<https://stevies-tech.secure-platform.com/file/66090/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjo2NjA5MSwiYWxs3dOb3RTaWduZWRVcmwiOiJGYWxzZSI6ImInbm9120Innovations%20Center.pptx>)

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Supporting Document 3

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Supporting Document 4

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