



# E-Moscow: new prospects and challenges



# E-government in Moscow 2016\*

> **196** millions of public services provided

**3** millions of electronic medical records

**5,8** millions of users of the Moscow's public services portal

**101** millions of medical appointments made via electronic services

**4,7** millions of online shops' users



**88%** of patients had the opportunity to see a therapist on the day of application or the next day

Mobile internet speed has increased by **35-40%** in 2016:

- 3G — 12 megabit per second;
- 4G — 18 megabit per second

**II place** (after New York) — by number, functionality and diversity of information systems used in cities' management\*\*

**861** thousands of school students used "Pass and food" electronic card

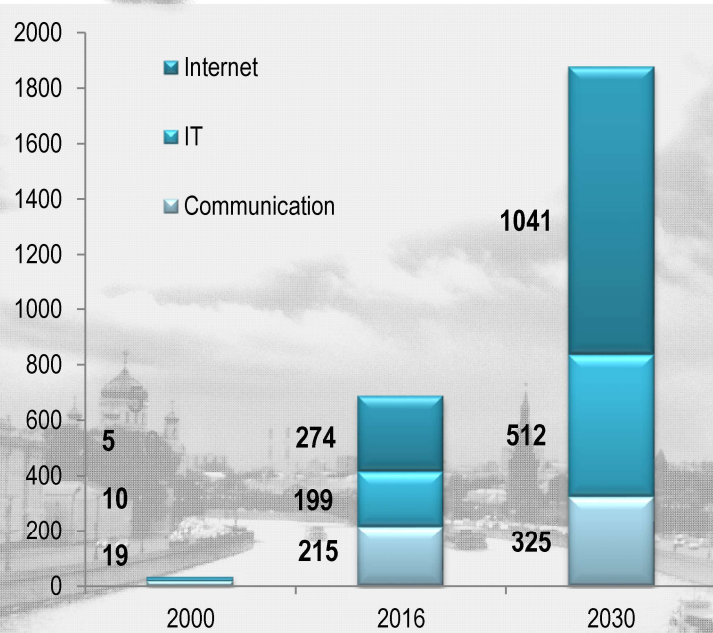
\* [duma.mos.ru](http://duma.mos.ru), [www.mos.ru](http://www.mos.ru)

\*\*PricewaterhouseCoopers

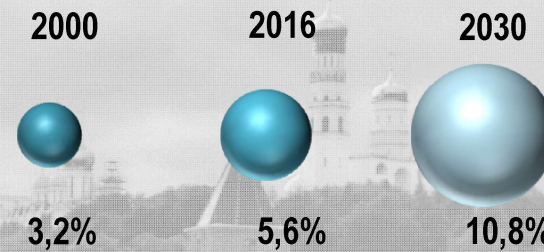


# ICT's contribution to the economy

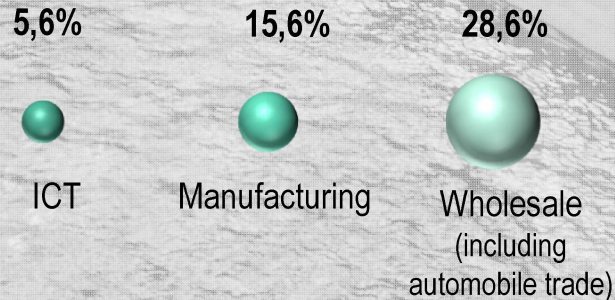
ICT industry in Moscow, billion rubles



ICT's share in gross regional product of Moscow, %



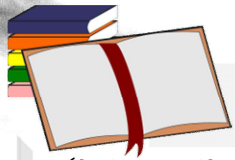
Share of different industries in gross regional product of Moscow, %



\* [duma.mos.ru](http://duma.mos.ru),  
[www.mos.ru](http://www.mos.ru)



# Quality of life as a priority



## Education

- ✓ interactive whiteboards
- ✓ work laptops
- ✓ Wi-Fi coverage
- ✓ cloud-based services
- ✓ electronic journals for students and teachers
- ✓ scenario concept for lessons
- ✓ online-interaction “teacher-student-parent”
- ✓ educational online-services
- ✓ educational mode “any service, anytime, anywhere”



## Housing and Public Utilities

- ✓ centralized street lighting system
- ✓ unified system to log and monitor energy saving of public institutions
- ✓ unified system to monitor maintenance of the city
- ✓ meters to measure consumption of resources (water, electricity e.t.c.)
- ✓ meters on public passenger transport and maintenance transport



## Personalization

- ✓ unified private electronic office – personalized provision of public services
- ✓ social cards
- ✓ biometrics
- ✓ notification system

✓ Online-banking, search engines, chatbots

✓ Mobile access to public services on smartphones

✓ Forecasts: intersectoral analysis – accidents in residential buildings, migration in the city, personalization of users



# Provision of public services in Moscow

## Public services are provided:

electronically  
([www.mos.ru](http://www.mos.ru))



- ✓ **314** public services
- ✓ **170** electronic public services
- ✓ **6,2** millions of individual users
- ✓ **18,99** thousands of users – legal persons

via multifunctional centers  
("one window" system)

- ✓ **80%** of Moscow's public services are provided via multifunctional centers
- ✓ **100%** of multifunctional centers provide public services extraterritorially
- ✓ **97%** of users are satisfied with the quality of public services provided by multifunctional centers





# IT service management

IT service management is used in key projects to optimize public expenditure and increase work quality (as a part of state program of Moscow “Information city”)



contractual relationships with suppliers



services are provided along with related products and integral equipment

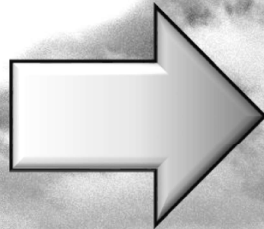
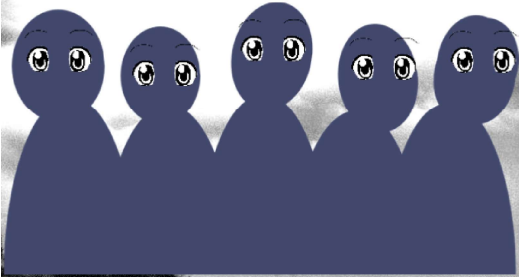


additional budget savings



# IT service management in public safety system of Moscow

Instead of:



✓ capital cost of one spot of video surveillance ↓ **by 17,5%**

✓ video cameras operation cost in residential buildings ↓ **by 41,9%**

## RISKS:

- unauthorized use of video by third party
- quality/quantity of services that are not sufficient to maintain the needed level of public safety
- change of supplier / monopolization



# IT service management: hard copies

Instead of having printing expenses



Procurement of hard copy services

**RISK:** uneconomical use of public funds

actual consumption is less than what was planned

Average cost > 13 times

Minimal cost > 3 times

average minimal cost of one hard copy exceeds market price



# Risks of inefficient budget expenditure on IT

Prolonged non use of IT systems and resources

Uncertainty about future use of IT systems and resources

Lack of needed regulation and decisions on commissioning



**Risk: no outcome**





# Examples of drawbacks discovered when auditing budget expenditure on IT



IT systems are not ready for uploading the information



Flaws in control system over data entry and credibility of information



The information is not up-to-date



Flaws in training system



No links with other IT systems





# Possible solutions

**Expected final outcomes of state programs**

Indicators of economic and social development.

**Expected final outcomes of subprograms**

Indicators of objectives

territorial dimension

capacity, equipment.

personnel

availability for persons with disabilities, safety, energy efficiency ...

**Outcomes of activities**

provision of public resources

construction, repair, modernization, beautification

**Public bodies**  
покие  
ГОРПИС  
**State organizations of Moscow**





# Risks in informatization of external public finance audit institutions



**Isolation**

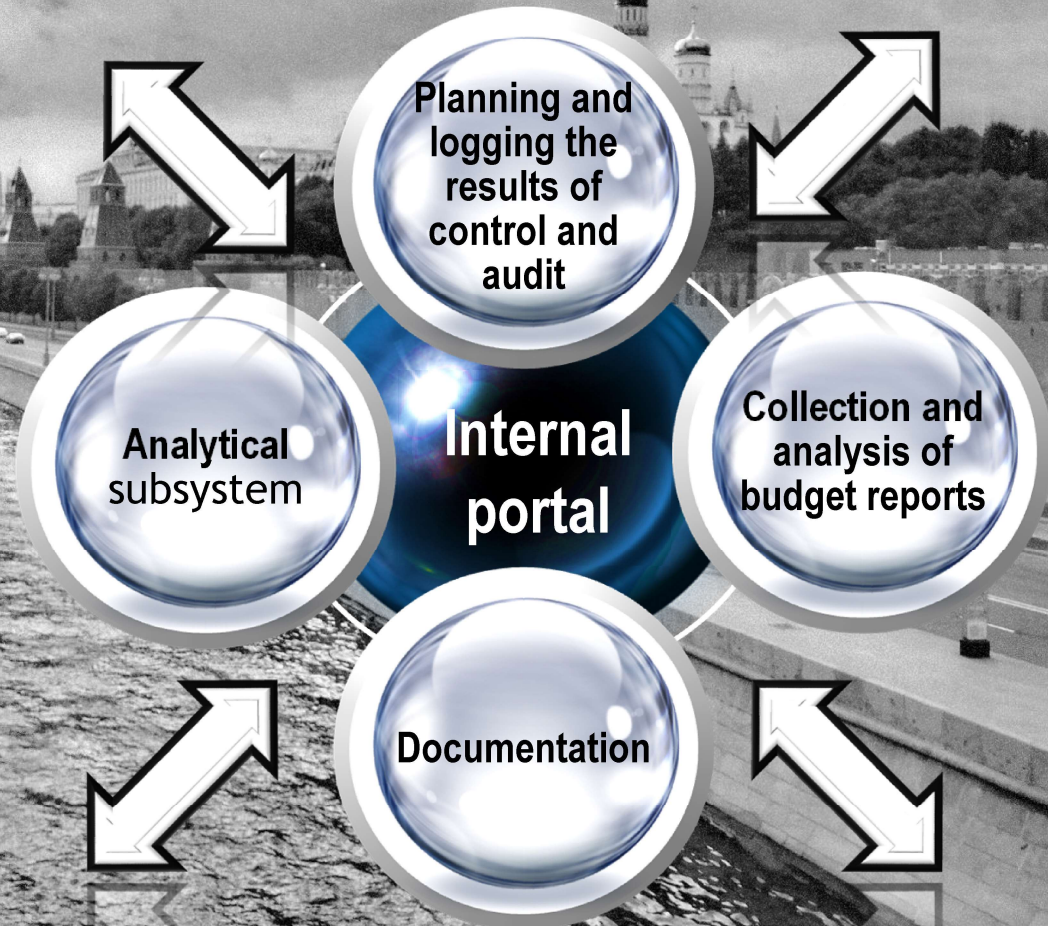


**Fail to keep up**

## **SOLUTION:**

**Automated analysis and information system of Chamber of control and accounts of Moscow**

- 1. Fail safe hardware-software complex**
- 2. 5 coordinated subsystems**





**Thank you for attention!**

