



State Regional
Development Agency
Republic of Latvia



State Information System Integrator

state institutions

local governments

WHAT ARE THE BENEFITS OF USING E-SOLUTIONS?

ADVANTAGES OF E-SERVICES FOR USERS

E-services: services provided by state and local government institutions via the Internet



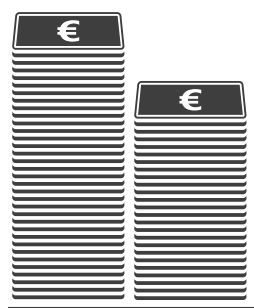
24/7 — at any time

CONVENIENT — at any place

SECURE — with secure access and personal identification

SIMPLE — it is possible to make a payment, if necessary

Latvija.lv ADVANTAGES OF E-SERVICES FOR INSTITUTIONS



Creation Maintenance
Costs of an e-service created by an institution



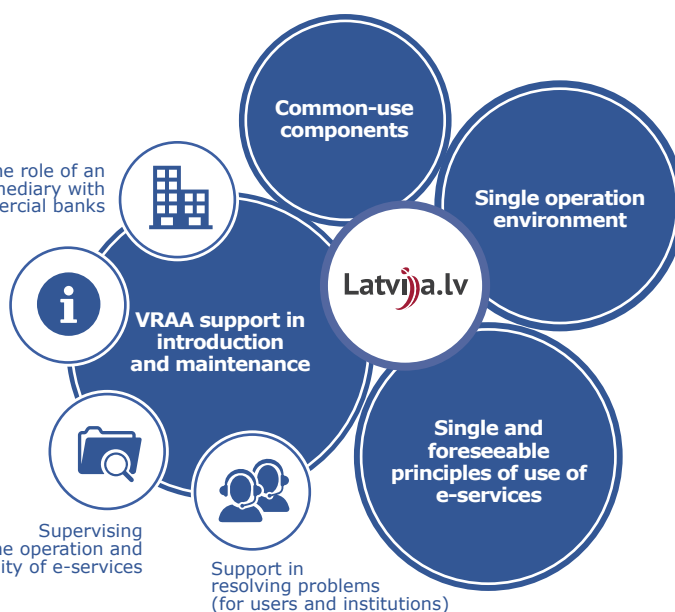
Creation Maintenance
Costs of using the platform of common use

Informative assistance

The role of an intermediary with commercial banks

Supervising the operation and quality of e-services

Support in resolving problems (for users and institutions)



THE SELECTION OF OFFERED E-SERVICES IS INCREASING CONTINUOUSLY

PLAN FOR THE DEVELOPMENT OF Latvija.lv AND E-SERVICES

IN THE SHORT-TERM

- Use of users' experience
- Development of existing services
- E-forms
- Popularisation of modules
- Authorising legal entities
- Single account

IN THE LONG-TERM

- Putting the Public Service Directory in order
- Putting the external communication channels of institutions in order
- E-address
- Third-generation platform of services

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