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# DIGITAL GOVERNMENT AND LEGAL TECHNOLOGIES IN THE JUSTICE SYSTEM<sup>1</sup>

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**Abstract.** This paper examines modern models of digital governance and doctrinal and practical matters related to its introduction in Georgia. Despite many challenges, Georgia is undoubtedly considered one of the most developed countries not only in the region, but also in post-Soviet states, in terms of digital services. And many of the above mentioned digital services have been introduced into the justice system. In this paper, the essence of legal technologies (LegalTech) and the legal basis of their development are considered in the context of digital governance. In the article, the legal basis of the introduction of the innovative services of legal technology development, and of the qualified electronic signature, occupy a special place. Georgian legislative regulations are compared to the legislation of the following high-technology (HiTech) countries: Estonia, Singapore and South Korea.

**Keywords:** digital governance, legal technologies, LegalTech, innovations, justice system

## 1. Preface

The 21st century is rightfully considered the era of digital technologies<sup>2</sup>. The so-called Fourth Industrial Revolution has put on the agenda the transition of the model of public governance to digital governance. According to the Law of Georgia on the Digital Governance Agency (12.06.2020), digital governance implies 'public governance which is implemented by using information and communication technologies'.

<sup>1.</sup> The article is prepared on the basis of the results of the research – Electronic (Remote) Introduction (in Terms of Digital Governance) of Founding Documentation for Registration of Entrepreneurial and Non-entrepreneurial Legal Persons – the winner of the grant project (No 10-001-2022) of the grant programme No 001-2022 titled the Promotion of Implementation of Innovative Services, Strengthening of Human Rights Protection, and Enhancement of Legal Security, within the System of the Ministry of Justice of Georgia.

<sup>2.</sup> *S. S. Bisen* & *Y. Deshpande*. The Impact of the Internet in twenty-first century addictions: An overview. In Psychological, Social, and Cultural Aspects of Internet Addiction (pp. 1-19). IGI Global, 2018. P.4.

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The practical introduction and development of digital governance is being effected in four main directions: digital governance for citizens – G2C (Government-to-Citizen); digital governance for business – G2B (Government-to-Business); digital governance for state bodies – G2G (Government-to-Government); digital governance for public officers – G2E (Government-to-Employees).

The development of digital governance in this format is connected to the government offering different online resources to the public, such as the online services of state registration, the online publishing of public information, online public opinion polls, active mutual interaction between state structures and users, the existence of different online services, electronic formats of voting, etc.

In the context of digital governance, the main institution of the country is the Ministry of Justice. On the one hand, the LEPL Digital Governance Agency and, on the other hand, the Public Registry and the Registry of Entrepreneurs, Public Service Halls, Public Service Development Agency, etc. are subordinated to the Ministry of Justice.

Accordingly, implementing digital governance in the justice system is directly connected to the beginning of new fields and disciplines of law in Georgia. The most important of these are the two new notions in the doctrine and practice of law – the law of technologies and the legal technologies (LegalTech).

I think that the difference between these two notions is substantial, which should be taken into account in academic research.

The law of technologies, as doctrine, gradually develops from the fields of legal relations regulating technologies and, I think, it becomes a notion which unifies these fields.

In terms of doctrine, there is nothing special about this process. At the time, the term 'business law' emerged in American law and unified such fields of law that were substantially separated in the system of Romano-Germanic law as the fields of private and public law. Thus, 'business law' was created, not as a single field of law but as a synthesis of fields of law, which unifies corporate law, tax law, property law, the law of obligations, banking law, investment law, and other fields of law regulating business<sup>3</sup>. I think, in the future, 'legal technologies' will develop into such a unifying notion which, besides internet law<sup>4</sup> and the subfields included in it, will unify such fields as internet law, the law of electronic commerce<sup>5</sup>, social media law, the law of Blockchain technology<sup>6</sup>, engineering law, renewable energy law, artificial intelligence law<sup>7</sup>, etc.

<sup>3.</sup> Z. Gabisonia. Internet Law and Artificial Intelligence. Tbilisi, 2022.

<sup>4.</sup> See Z. Gabisonia. Internet Law as a New Field of Law, Georgian-German Journal of Comparative Law, No 11/2022.

<sup>5.</sup> See *Z. Gabisonia*. Some Issues of Electronic Commerce Legal Regulations, German-Georgian Journal of Comparative Law, No 6/2020, (in German and Georgian languages).

<sup>6.</sup> See *Z. Gabisonia*. The Concept and the Problems of Legislative Regulations of Blockchain Technology, German-Georgian Journal of Comparative Law, No 3/2019.

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As regards legal technologies, this term refers to the digitalisation process of legal services in the public and private sectors. As has been noted in Georgian legal discourse, except for the law of technologies, legal technologies (LegalTech) are of special importance in the legal profession. Digital visualisation and automatisation offer a simple way of solving complex legal issues. LegalTech allows a lawyer to prepare legal products in several minutes rather than several weeks. Together with speed, LegalTech also ensures quality control. A properly functioning programme is protected from human error. The 'building-in' of the lawyer's knowledge into the programme is conducted once, and thereafter the programme provides the replication of this knowledge for the preparation of an unlimited number of products<sup>8</sup>.

## 2. Essence of digital governance and its implementation in the justice system

As is known, several synonyms for 'digital governance' are used in doctrine and in practice, such as electronic governance, online governance, internet governance, etc. Notwithstanding which term we use for this new and innovative means of state governance, the fact is that it actively establishes its place on a global scale as an important mechanism of state administration.

A legal definition of digital governance is provided by the act regulating the digital governance agency in the Ministry of Justice, the Law of Georgia on the Digital Governance Agency (12.6.2020). According to the Law, digital governance means 'public governance which is implemented by using information and communication technologies'.

Therefore, when determining the notion of digital governance, we should be guided by this definition, as other definitions are unknown in Georgian law at the legislative level.

The use of information and communication technologies (ICT) in state management is conducted via the concept of electronic management (e-management), which enables the implementation of effective and efficient state management. It is characterised by the process of the automatisation of services presented by the state, the imperatives of which are directed to expectations, transparency, accountability and interaction between different members of society, where the development of electronic state government is transformed, transparent, efficient, and is an essential instrument for the democratisation of society. On the one hand, it enables an increase in efficiency, and on the other, it makes the operation of state bodies more public. Digital governance of the management regime as a process of the continuous optimisation of presenting services, via the use of internet and mass media, by political participation and the involvement of citizens,

<sup>7.</sup> See *Z. Gabisonia*. Nature of Artificial Intelligence and the Problem of Recognising it as a Subject of Law, The Justice Journal, No 1.

<sup>8.</sup> *G. Khubua, L. Sirdadze.* Law Technologies (LegalTech) in Georgia, Their Use in Private Companies and Public Agencies. Georgian-German Journal of Comparative Law, No 7/2022, 1.

t bodies, and the

is aimed at raising levels of efficiency in the work of state management bodies, and the development of services/products, and includes the mechanism of the movement and control of orders at the level of policy implementation. On the one hand, it enables the increase in efficiency, and on the other, it makes the operation of state bodies more public. The electronic activities of the management regime completely change the dynamic of the interaction between officialdom and the population. Electronic governance is described as the application of electronic means for the purpose of the interaction between the government and citizens, the government and business, and also for the facilitation and advancement of the management of democracy, and the governmental and business aspects of the internal activities of the government. Electronic governance unifies and coordinates public activities and relations, creates the environment of public information and communication, and includes the information management system and the cooperation of interested parties.

The idea of digital or electronic governance dates back to the 1960s-1970s. In that period, governments started using computers and other electronic technologies for processing and saving information. However, the formation of digital governance as a separate field of research and practice only started in the 1990s with the introduction of the internet and the world wide web. When the internet appeared, governments started studying the new means of applying information and communication technologies for the purpose increasing the involvement of citizens, the enhancement of service delivery, and the enhancement of transparency and accountability.

The theoretical bases of digital governance are presented in several different fields, including political science, and the doctrines of state administration, information systems and organisation theory. For example, political scientists study the interrelation between electronic governance and democratic governance, where the possibility of electronic governance to enhance the participation of citizens and the accountability of government is emphasised. Academics in the field of state management focus on organisational and institutional factors which promote or hinder the successful implementation of electronic governance initiatives, and academics in the field of information systems study the technical and design aspects of electronic management systems. Theorists of organisation examine the role of leadership and culture, and the management of variations in promoting the acceptance and dissemination of electronic governance.

For managing the development and implementation of electronic governance initiatives, except for the bases of the above mentioned theory, several frameworks and models have been developed. Often, these frameworks and models are interdisciplinary and are based on conclusions received from different fields. For example, the framework of electronic governance was developed within the United Nations Development Programme (UNDP), which emphasises the involvement of citizens, and the importance of institutional development and ICT infrastructure. The e-Government Maturity Model (eGMM) developed by the Organisation for Economic Co-operation and Development

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(OECD) is focused on the stages of the development of electronic governance, from basic services of electronic governance to advanced services.

Overall, the evolution and theoretical bases of electronic governance reflect the multidisciplinary and interdisciplinary character of this field. The development of electronic governance is conditioned by the achievements of ICTs, and by the various requirements and expectations of citizens and other interested persons. The theoretical bases of electronic governance rely on conclusions received from different fields. This emphasises the importance of interdisciplinary co-operation for the advancement of this field.

In academic literature, electronic governance is often described as a form of digital governance which entails the application of information and communication technologies (ICTs) for the transformation of public processes and services. This concept is based on the wider field of state administration where an interest in the development and introduction of effective and efficient government systems has long existed. However, electronic governance relies on other disciplines as well, such as computer science, information systems, political science and sociology.

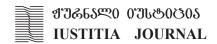
The primary theoretical basis that is used for the research of electronic governance is the concept of digital transformation, which refers to the process of applying digital technologies for fundamental changes to work methods of organisation. Digital transformation is characterised by the integration of digital technologies in all aspects of organisation, including in its business models, processes and culture. Such structure is especially topical for electronic governance, as it emphasises the necessity of a unified/complex approach for the development and implementation of electronic governance initiatives.

As an interim opinion, it should be mentioned that digital or electronic governance is a complex and multilateral phenomenon which includes different concepts, theories and models. The knowledge of these main concepts, theories and models is of utmost importance in developing effective strategies for digital governance and in ensuring the potential priority of digital technologies<sup>9</sup>.

# 3. Legal technologies (LegalTech) and digital services in the justice system

As has been noted in academic literature: 'Georgia is quite successful in terms of the digitalisation of public entities. Both services and document management are digitalised. However, LegalTech is rarely used. When providing services to citizens, usually a digital platform exists where an interested person can file an application to the entity. However, the automatic processing of information and the automatic generation of products are

<sup>9.</sup> The material is used by BTU from the book (additional material) created by artificial intelligence programme ChatGPT, titled The Enhancement of Digital Availability: the Future of Electronic Governance (ed. Prof. *Z. Gabisonia*); March/2023; https://btu.edu.ge/bibliotheka/el-resursebi/sasargeblo-resursebi/



not conducted by the application of legal technologies. As for document management, only case management is digitalised, not legal proceedings. And LegalTech focuses on the automatisation of legal proceedings<sup>10</sup>.

In the context of digital governance, where legal technologies are concerned when introducing electronically implementable services, several factors should be considered. These factors are briefly listed below:

## a) customer, citizen first.

Technologically supported services should be focused on individuals. 'Citizens in the public service centres' – this concept should be operating in administrative bodies as one of the principles of good, democratic governance. A unified portal loaded with all electronic services should be available for citizens 24/7. Such a concept will help citizens to fully understand which electronic services the state offers, and will promote the extensive use of these services.

# b) 'once only'

Citizens and legal persons will submit their data to public entities once only. Provided that the principles of personal data protection and inviolability of personal life are observed, when the information is necessary public agencies exchange data, therefore the citizens/legal persons are not required to repeatedly submit information to a public entity.

Citizens who address administrative bodies with a request to receive a new service each time are not required to repeatedly submit information to the public entity. Instead, the data submitted once is kept in a relevant base and, via a secure platform of data exchange, the information is sent from one administrative body to the entity requesting it. With the large-scale introduction of this process, along with a reduction in the administrative burden of citizens, their ability to control personal data is increased, and it will also help public entities to work faster, more transparently and more efficiently.

## c) one-stop-shop principle – single points of contact

The one-stop-shop principle ensures the accessibility of information and public services on a general platform, with an unaltered user interface. This enables the user to enjoy the wide range of products and services of different state entities, and a means of central access, no matter the location of the entity.

Therefore, every citizen will be able to search for, for example, relevant information, the contact data of public entities, application/complaint forms, etc. in one place. This increases the focus on service and saves the time and expenses of the users in the processing of transactions.

<sup>10.</sup> See *G. Khubua, L. Sirdadze.* Law Technologies (LegalTech) in Georgia, Their Use in Private Companies and Public Agencies. Georgian-German Journal of Comparative Law, No 7/2022, 1-3.

The e-governance online portals are called Single Points of Contact (SPCs) which enable persons interested in a service to obtain the required information and to conduct administrative procedures online using a single portal, through a single point of contact.

# d) 'digital first'

'Digital first' is a guarantee of social and economic growth, because it promotes the acquisition of new skills in the business sector and, in general, the development of a digital culture among citizens, which eventually will lead to a growth in their competitiveness on the international market. In addition, the increased requirement for digital products might serve as a basis for innovation.

# e) 'digital by default'

When creating a new service, each state entity will be obliged to ensure the existence of an alternative digital service, as for an already existing service which should be available in digital format as well. All services will be available electronically for citizens.

If we digitalise only some services and not others, this will lead to the disappointment of users and may decrease their confidence in the system. The offered services will be complete and comprehensive, and a user will not be required to go to an office for the purpose of finishing the process<sup>11</sup>.

Any applicable or new legal service should be introduced by considering these very factors.

Georgian corporate law, which is based on the Law on Entrepreneurs, determines both the legal form of entrepreneurial legal persons and all the necessary criteria for their registration. The same concerns non-entrepreneurial (non-commercial) legal persons regulated by the Civil Code of Georgia. The registration of both entrepreneurial and non-entrepreneurial legal persons will be conducted by LEPLs within the justice system and, therefore, the detailed procedures for the documentation to be submitted for registration, its analysis, and the terms and fees for registration, are established.

Therefore, the above mentioned procedures are partially automatised. However, the presented research aims at the complete automatisation of the above mentioned process and its inclusion in the area of LegalTech. For this purpose, it is necessary to examine whether the applicable legislation of Georgia is consistent with the processes of LegalTech on the one hand, and, on the other, whether the system is ready to conduct the registration of legal persons completely remotely, without a visit to a Public Service Hall, or leaving one's home or office.

To this end, several matters will be clarified, such as whether the system is ready to

<sup>11.</sup> *Gabisonia Z., Gabrieleshvili G., Gagnidze N., Paitchadze G., Samadashvili L.*, Electronic Governance and Leadership (ed. *K. Kardava*), Tbilisi, 2021; 11-12.

widely use electronic signatures during the digitalisation of documentation, and whether it is possible to make the process of registration of commercial and non-commercial legal persons completely electronic.

## 4. Qualified electronic signature

One of the most important innovations for introducing legal technologies in the justice system is the establishment of a qualified electronic signature. In turn, this promotes the development of new innovative services.

Before adopting the Law on Electronic Documents and Electronic Trust Services, an electronic signature was defined as 'a set of data created by the use of any electronic means which is used by a signatory to indicate their link with the document'. However, the Law defines the term as follows: 'a set of electronic data that is attached to or logically linked with an electronic document and is used for signing the electronic document'. Moreover, it introduced the notion of an electronic seal along with an electronic signature. According to the Law, an electronic seal is 'a set of electronic data that is attached to or logically linked with an electronic document and is used for verifying the integrity and origin of the electronic document'.

The main novelty of the Law is that it defined the terms of electronic signature and electronic seal validation data, creation data and creation devices. Moreover, the Law introduced the term of a certificate for an electronic signature and an electronic seal.

The electronic signature and/or electronic seal validation data means the data that are used for verifying an electronic signature/electronic seal, and their creation data, are the unique data that were used by a signatory and/or creator of a seal to create an electronic signature/electronic seal. The electronic signature/electronic seal creation device means a set of software and/or hardware devices that are used for creating an electronic signature/electronic seal.

As for the certificate for an electronic signature and/or an electronic seal, it is a unique electronic document that links the electronic signature and/or electronic seal validation data with a signatory and/or creator of a seal and contains at least the name and/or the pseudonym of the signatory/the full name and identification code (if any) of the creator of a seal.

According to the accepted view in the past, an electronic signature could be simple and be effected by using simple means (e.g., by attaching a scanned signature). Furthermore, the safety of effecting such signatures was the law. This differed from an advanced electronic signature, which was effected by using a key pair. For the electronic execution of an agreement, a technically safe and legally accepted means of signature was needed.

As we mentioned above, the Law of Georgia on Electronic Documents and Electronic

Trust Services introduces a new notion of electronic seal along with an electronic signature. Moreover, the Law determined different types of electronic signature and electronic seal.

The advanced electronic signature was determined as the primary type of electronic signature and the qualified electronic signature was considered an alternative form.

The advanced electronic signature represents a type of electronic signature that meets the following requirements:

- a) it is exclusively linked to the signatory;
- b) it can be used to identify the signatory;
- c) it is created by means of electronic signature creation data that may be used by the signatory with sole control and with a high level of confidence;
- d) it is attached to the signed data in a manner which enables the detection of any subsequent amendments made to them.

The qualified electronic signature represents a variation on the advanced electronic signature that is created by using an electronic signature creation device, on the basis of a certificate for a qualified electronic signature.

It is noteworthy that the uniform regulation for matters relating to electronic signatures is provided by the Directive on Electronic Signatures, and that sessions 31 to 38 of the UNCITRAL electronic trade working groups was dedicated to the creation of the Model Law on Electronic Signatures. The 1999 Directive established a 'framework' regulation for the services of issuing certificates for electronic signatures and keys for electronic signatures, for member states of the European Union to adopt laws and subordinate acts in compliance with the Directive.

The legislation will ensure that electronic signatures that are created by using a reliable means of electronic digital signature and have an appropriate certificate: a) meet the legal requirements of a signature on data in electronic form, just like a signature given by a signatory on information given on paper; b) a document signed by electronic means may be admitted as evidence in court. The universally acknowledged approach to legislation regulating electronic signatures should be mentioned, such as the so-called 'technological neutrality', where the legal admittance of any electronic analogue of personal signature and their legal power is not limited in terms of the technology used. The electronic signature should satisfy the requirements of the applied law. For this very reason, the working group of UNCITRAL that works on matters of electronic trade refused to introduce the notion of a 'cryptographic key' given in the model draft law on Electronic Signatures, because it did not satisfy the principle of neutrality which was the basis of the project.

As the given paper represents the experience of highly technologically developed

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countries in terms of remote registration of companies, it is important to review the legislation of these countries and their experience in relation to electronic signatures, including qualified signatures.

According to the legislation of Estonia, a written signature is not necessary for the authentication of an agreement<sup>12</sup>. Estonia, as a member state of the European Union, complies with the eIDAS Regulation (Electronic Identification, Authentication and Trust Services). This Regulation has been in force since 2016 and establishes that any electronically signed document may be admitted in court and be given legal power. It is impermissible to recognise a signed document as inadmissible on the ground that it is represented in an electronic form or does not meet the requirements of a qualified electronic signature. The eIDAS Regulation was adopted on 17 September 2014 and has been applicable since 1 July 2016. The Regulation replaced Directive 1999/93/EC on Electronic Signatures.

The Regulation determines three types of electronic signature:

- 1. Standard Electronic Signature (SES) is electronic data which are logically linked to other data (e.g., documents) and which is used by a signatory for signing a document electronically. Multiple electronic instruments, including passwords, pin-codes, scanned electronic signatures, may be considered a standard electronic signature.
- 2. Advanced Electronic Signature (AES) is an electronic signature which is uniquely linked and the signature is identifiable. This electronic signature is created by using electronic signature creation data and it can only be used by the signatory.
- 3. Qualified Electronic Signature (QES) is a stricter form of Advanced Electronic Signature and, in fact, the only form that is equivalent to a written signature. According to the Regulation, a Qualified Electronic Signature is an electronic signature with a qualified digital certificate and is created by a Qualified Signature Creation Device (QSCD)<sup>13</sup>.

We present a few examples of where the above mentioned three types of electronic signature might be allowed in Estonia. A Standard Electronic Signature may be used on a lease agreement, a non-disclosure agreement, invoices, purchase documents, etc. A more enhanced type of electronic signature, such as a qualified electronic signature, is used in labour contracts, pledges, mortgages, share transfer agreements. Moreover, it should be noted that, according to the legislation of Estonia, there are cases where an electronic signature is inadmissible, and where an imperative request for notary certification applies.

In Singapore, electronic signatures are used for almost all legal transactions. The application of electronic signatures is rapidly growing in Singapore as resident companies use this method more frequently. In Singapore, electronic signatures are

<sup>12.</sup> Law of Obligations of Estonia, Article 9(1), Article 11(1).

<sup>13.</sup> Overview of eSignature Legality in Estonia < Overview of eSignature Legality in Estonia – Dropbox Sign (hellosign.com)> Accessed 4th March 2023.

regulated by the Electronic Transactions Act (ETA). This law was adopted in 1998, and in 2010 several amendments were made to it which are in compliance with UN Electronic Communications Guidelines. It is noteworthy that the above-mentioned law differentiates electronic signatures and more secure electronic signatures which are issued by certified trust service providers<sup>14</sup>. For an electronic signature to be deemed valid, it should comply with the following requirements:

- 1. there should be a guarantee of completeness of information in an electronic record, from the moment of its first record;
- 2. a person for whom the electronic signature was exercised must be able to read/be familiar with it;
- 3. it must comply with any additional request which is determined by public institutions and which monitors the submission or maintenance of these records.

And for a more secure electronic signature, the following is required:

- 1. it must be unique to the person signing;
- 2. the person must be identified;
- 3. it must be controlled by that person only;
- 4. it must be linked to an electronic record in order to cancel it in case of any changes.

The more secure electronic signature can be equivalent to the qualified electronic signature. Both the electronic signature and the more secure electronic signature of the Electronic Transactions Act are considered admissible in court. A more secure electronic signature is equivalent to a written signature and has the same legal power. Similar to the legislation of Estonia, there are also legal transactions in Singapore, such as a will, a power of attorney, a transfer of property rights, which imperatively require a written signature. In contrast, electronic signatures may be used in customer contracts, and commercial contracts such as a lease agreement, a tenancy agreement, etc.

In the Republic of South Korea (Korea), both electronic signatures and written signatures are valid and admissible, since it is a widely accepted practice in the business world. In Korea, the authenticity of an electronic signature is enhanced by ample court practice since, in many cases, the court has recognised the electronically signed documents to be applicable. In Korea, the Framework Act on Electronic Documents and Transactions (FAEDT) regulates legal relations of electronic documents and the performance of electronic transactions, and the procedure for the application of electronic signatures is established by Electronic Signature Act (ESA). A number of amendments were made to the Electronic Signature Act on 9 June 2020, and on

<sup>14.</sup> Electronic Signature Laws & Regulations - Singapore https://helpx.adobe.com/ Accessed 4th March 2023.

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10 December 2020 it entered in force officially. According to the Act, an electronic signature is 'a piece of information in digital form affixed on, or logically combined with, an electronic message in order to identify the signer and verify that the electronic message has been signed by that signer'. It should be noted that, before the amendments made in 2020, the act differentiated two types of electronic signature: a) non-certified and b) certified signatures. The certified electronic signature required the so-called Public Key Certificate issued by the relevant Ministry. The amendments made to the Act cancelled the Public Key Certificate issued by the state as it presented a big problem for society due to its monopolistic character. According to today's data, several certified electronic signature provider companies have emerged in the country, from which users are able to choose a trustworthy provider for themselves. Furthermore, the name Public Key Certificate was changed to Common Key Certificate. Neither the Framework Act on Electronic Documents and Transactions (FAEDT), nor the Electronic Signatures Act (ESA), interdict directly the use of electronic signatures for certain types of legal transaction. According to the Framework Act on Electronic Documents and Transactions (FAEDT), electronic signatures on electronic documents may be rendered inadmissible if a specific law requires that the signature be made in a way other than an electronic signature<sup>15</sup>.

#### 5. Conclusion

In conclusion, we should state that establishing a model of digital governance in Georgia must become a priority direction. As is known, in most states, the government supplies a limited number of e-services to the population<sup>16</sup> and, as a rule, these services are more prevalent in the business sector (justice services, electronic payments, electronic document management, etc.). Because of this, academics consider it important, in the introduction of digital governance, to focus on political will and the identification of priority directions of digital governance for the government<sup>17</sup>.

Because G2C e-governance entails communication between the government and citizens via electronic means, the existence of political will for the creation of these means and their further use is necessary. The government must ensure the creation of digital means, the application of which will provide different services.

In the justice system, the development of directions of digital governance and legal technologies (LegalTech) should promote the development of legislation required for

<sup>15.</sup> Electronic Signature Laws & Regulations - https://helpx.adobe.com/ Accessed 4th March 2023.

<sup>16.</sup> See *Chen, Y. C.* Citizen-centric e-government services: Understanding integrated citizen service information systems. Social Science Computer Review, 28(4), 2010, 427-442.

<sup>17.</sup> West, D. M. Egovernment and the transformation of service delivery and citizen attitudes. Public administration review, 64(1), 2004. 15-27.

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the introduction of new services within the system. Moreover, the introduction of 'legal technologies' as a new law course should be more comprehensive in academic discourse<sup>18</sup>.

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<sup>18.</sup> For example, the Course in Legal Technologies offered by prof. *G. Khubua*, Prof. *Sh. Breidenbach* and Assoc. Prof. *L. Sirdadze* for students at the Faculty of Law of Tbilisi State University.