

Concept Note

Low-code/No-code Reusable Components for Digital Public Services

Background

Armenia's digital transformation is moving toward a coherent, interoperable, secure, and reusable national digital ecosystem, changing how digital public services and information systems are designed and delivered. Systems should be designed within a common architectural and governance framework, follow API-first and interoperable design, reuse shared services and authoritative data, apply security by design, and have clear governance, accountability, and business continuity arrangements throughout their lifecycle.

This transformation responds to two immediate realities:

Past and current duplication - digital public-service projects have historically developed their own versions of the same common capabilities independently, resulting in duplicated development effort, inconsistent user experience across services, longer delivery timelines, and higher long-term maintenance costs.

An upcoming wave of new digital public services - standardized, reusable building blocks are needed so that new services can be delivered faster and more consistently, without repeating the same development effort across projects.

As part of this broader transformation, ISAA is advancing a low-code/no-code (LCNC) approach to enable more modular and scalable delivery and participation by the vendor ecosystem. To kick-start the LCNC ecosystem, this initiative focuses on an LCNC platform, Mendix, and on developing reusable components for the current and planned pipeline of digital public services.

A private Mendix Marketplace provides the mechanism for components to be made available to vendors and developers working on digital public services. To establish an initial set of components for these common capabilities, a market sounding is being conducted with the vendor community to help shape the approach and develop configurable components for use across current and future digital public services.

Goal

Establish a standard foundation of Mendix components, made available through the Mendix Marketplace, so that upcoming digital public services can assemble common capabilities primarily through configuration rather than custom development.

Success means:

- Each component follows a configuration-first model - new application types, workflows, notifications, documents, roles, and integrations enabled through configuration where possible, not custom code (per each component's Terms of Reference).
- Each component is published with the documentation vendors/developers need to adopt it independently (interface contract, configuration guide, sample application) - see *Indicative Implementation Deliverables*.
- Demonstrated reuse across multiple distinct digital public services, not just a single pilot project.
- Measurably faster time-to-launch for new digital public services compared to building these capabilities from scratch.
- Consistent user experience, audit trail, and access-control posture across all services that adopt the components.
- A vendor/developer can discover, import, and configure a component from the Marketplace without needing deep support from the component's original vendor.
- The Marketplace becomes the standing mechanism for onboarding further reusable components beyond this initial set.
- A sustainable, competitive vendor ecosystem develops around building, extending, and supporting components and the digital services that use them.

Stakeholders & Operating Model

The main stakeholders in the initiative are:

- **Vendors and development teams** - qualified Mendix vendors engaged to design, build, extend, and maintain the reusable components, and to use them in the delivery of digital public services.

- **ISAA platform and governance function** - sets the common standards and governance requirements the components and their vendors must meet (see *Governance & Ownership*).
- **State agencies** - the service owners for the digital public services in which the components are used.

Initial Set of Components

The initiative begins with a first set of components covering common capabilities required across current and upcoming digital public services. The set is expected to expand over time as further common needs are identified across projects.

Component	Purpose
Application & Case Management Framework	Configurable application submission, case creation, workflow management, and status tracking, enabling new digital public services to be onboarded primarily through configuration.
API Integration Framework	Standardized approach for Mendix applications to securely consume and expose APIs when integrating with external systems, registries, and shared services.
Evidence & Document Management Framework	Standardized document and evidence upload, storage, metadata, verification, access control, and lifecycle management across application processes.
Notification Framework	Standardized generation, templating, and delivery of notifications to applicants and stakeholders, including integration with shared notification services.
Audit & Activity History Framework	Standardized recording, correlation, and presentation of audit and activity history across digital public services.
User & Access Administration Framework	Standardized user provisioning, role management, and access administration, including integration with relevant identity and authentication capabilities.

Governance & Ownership

Components developed under the initiative are owned by the State and governed so they can be used, maintained, extended, and supported by the vendor community across different digital public services over time.

Common requirements apply across the component lifecycle - documentation, design, configuration, versioning, security, quality, release management, and lifecycle support - and are set and maintained by the ISAA platform and governance function.

How This Initiative Will Be Taken Forward

The market-sounding process will be used to validate the proposed approach with qualified vendors, including technical feasibility, configuration and extensibility, delivery and maintenance models, commercial assumptions, and implementation considerations.

The results will shape the final requirements and the upcoming procurement steps.