Government of Moldova e-Transformation

e-Government Center/Government CIO
Strategic Program for Governance
Technological Modernization

1. Promoting the principles of open government
2. Public service digitization
3. Reengineering of public services and operational processes
4. Providing modern channels of access to public services
5. Shared government technology platform
6. Data center consolidation
7. Implementation of enterprise architecture
8. Implementation of interoperability framework
9. Ensuring information security
10. Application of innovative technologies
11. IT capacity building in public sector
12. Intelligent IT investments in the public sector
13. Enabling a favorable regulatory, policy and standards framework
Reform Program of Public Services for 2012-2015

• Complex Reform of 587 public services (CPA) for citizens and businesses
• Quality Standards, evaluation indicators and citizens report cards
• Methodology for public services’ tariffs
• Registry of public services, AND
• E-Government to cut bureaucracy, corruption, administrative costs, inefficiency and low levels of productivity
E-Transformation
Projects Launched 2011-2013
By 2020 all public services online accessible from Public Services Portal
G2C/G2B Services Portal
Portal launching: May 10, 2012

Portal www.servicii.gov.md No. of visits: May 2012 - June 2013

Number of Visits
Authentication and Access Control Service

Launched in May, 2013
Bine ați venit în serviciul național de autentificare

Portalul Serviciilor Publice suportă autentificarea cu certificate digitale. Dacă doriți să vă autentificați cu un certificat digital, atunci trebuie să-l obțineți de la Î.S. „Centrul de Telecomunicații Speciale” și să vă conecțați la portal folosind adresa https://mpass.gov.md

Aflați mai multe despre autentificarea cu certificate digitale

Semnatura Mobila

Semnatura digitală

Numele de utilizator și parola

+373 EXPEDIAZA

MoldSIGN

INTRARE

Ați uitat parola?
Mobile Digital Signature

The Moldovan Government received "Best mGovernment Award" at GSMA 2013
Government Electronic Payment Platform

No fees for citizens!

Fully operable from July, 2013
Stimate utilizator

Dvs. ați solicitat să achitați nota de plată pentru eliberarea cazierului judiciar conform cererii 1304TUIU000215 în sumă totală de 30,00 lei.

Numărul notei de plată: EC0013538648

Selectați modalitatea de plată:

- CARD BANCAR
  - Achitare cu orice card de tip Visa sau MasterCard

- INTERNET BANKING
  - Achitare prin intermediul sistemelor de Internet Banking ale bancilor.

- MOBILE PAYMENTS
  - Achitare prin intermediul sistemelor de plăți mobile

- TERMINALE DE PLATA
  - Achitare prin intermediu Terminalelor de plata din orice colt al tării

- NUMERAR
  - Achitare în numerar la terminalele de plata sau la ghisele bancilor.
MCloud Platform fully operable from February 14, 2013

CLOUD FIRST POLICY

Software as Service
Platform as Service
Infrastructure as Service
<table>
<thead>
<tr>
<th>Sectorial e-Services</th>
<th>Shared e-Services</th>
<th>Platform Services</th>
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<tr>
<td>✓ E-Licensing</td>
<td>✓ G2C Portal</td>
<td>✓ MPay</td>
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<tr>
<td>✓ E-Cazier</td>
<td>✓ SIGEDIA</td>
<td>✓ MPass</td>
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<tr>
<td>✓ E-CNAS</td>
<td>✓ E-Reporting</td>
<td>✓ MSign</td>
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<td>✓ E-CNAM</td>
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<td>✓ MNotify</td>
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<td>✓ E-Invoice</td>
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<td>✓ E-Visa</td>
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<tr>
<td>✓ E-Cadastre</td>
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<tr>
<td>✓ E-Admission</td>
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</tbody>
</table>
e-Application for the Criminal Record
Launched September 5, 2012

Dynamics of e-Criminal Record Uptake: 05.09.2012-01.07.2013

- Monthly Uptake Rate (% of service beneficiaries opting for the online service provision regime)
e-Application for the Activity License
Launched November 6, 2012

Dynamics of e-Licensing Uptake: 06.11.2012 - 30/06/2013

Dynamics of e-Service Uptake: 06.11.2012 - 01.07.2013
Starting with January 1, 2014, the Government will use an electronic documents management system to increase its efficiency and reduce paper consumption.
Open Government Action Plan 2012-2013

3 Grand Challenges

**Increasing Public Integrity**
- Access to information and open data
- Online petitions
- Transparent decision-making
- Transparent judicial system

**Better Managing Public Resources**
- Budget transparency
- Public procurement transparency
- Implementation of e-procurement

**Improving Public Services**
- Quality public services
- Online public services
- Use of innovative IT tools for education system

Public Consultations
Launched: April 15th, 2011

Data sets published: 659

By Institutions: 38

Number of visitors: 79,863

Number of unique visitors: 57,966 /month

Downloaded data sets: ~ 74,574 /month
Open Data Portal (www.date.gov.md)
June 30 1, 2013 - 659 datasets published by 38 central public administration agencies.
Moldova – 6th country in the world to open its data.
Mobile Signature
Public Private Partnership launched in September 2012
Republic of Moldova - the 7th country in the world launching the mobile
signature.
As of July 1, 2013 - 4,010 registered users of the Mobile Signature.

- E-Reporting to the National Chamber for Social Insurance (CNAS)
- e-Normative Database in Construction (Portal)
- Informational system “State Registry of Public Procurements” (62 contracting authorities)
Running projects

For citizens:
e-cadastre - full transparency in cadastre data, online procurement of real estate.
online application for civil registry documents (birth certificates, marriage, ID’s, driving licences, etc)
e-Health (medical history, prescriptions)
Education – computer based admissions, online exams, e-learning platforms.

For businesses:
E-Tax – November 2013. Electronic tax documents to circulate among businesses and the tax authority.
State control registry – 33 state institutions doing diverse controls at businesses. Optimize and increase transparency and predictability, fight corruption.
E-customs, e-construction permits, electronic registration of businesses.
Acknowledgements

6th country to open data. Open Government Partnership. 
Award for contributing to OGP, Transparency International Ukraine - March 15, 2013

7th country to implement mobile signature. 
"Best mGovernment” prize at global congress of mobile telephony operators, which is held on 26 February in Barcelona.

Mcloud: Moldova among few governments to use Cloud technology in civil service. 
"Best Cloud Project in Central & Eastern Europe” prize.

UN Organization Award for promoting participation in the elaboration of public policies through innovative mechanisms, March 2013, Bahrain.
Power of Partnerships

PPPs
- Moldcell
- CTS
- orange

Countries
- Singapore
- Germany
- Estonia
- Austria
- India
- Netherlands
- Israel
- USA

International Development Partners
- The World Bank
- USAID
- Bill & Melinda Gates Foundation
- UNDP
Thank you for attention!

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