



Government of Moldova e-Transformation Visions and Achievements





Data about Moldova

Population:	3,559,500
Territory:	33,846 km²
GDP/capita:	3,415 USD
Mobile penetration:	119.5 %
Internet penetration:	> 50%
ICT contribution:	8-10% GDP
Internet connection rate:	53%
Household computerization rate:	58%
Government structure:	16 ministries, 7 agencies 12,000 public servants
Ranking:	In the top 20 most innovative economies (2013) In the top 20 countries with the highest speed of internet access (2012)

MOLDOVA





PROGRESS INGREDIENTS



Leadership



Mandate



Man power

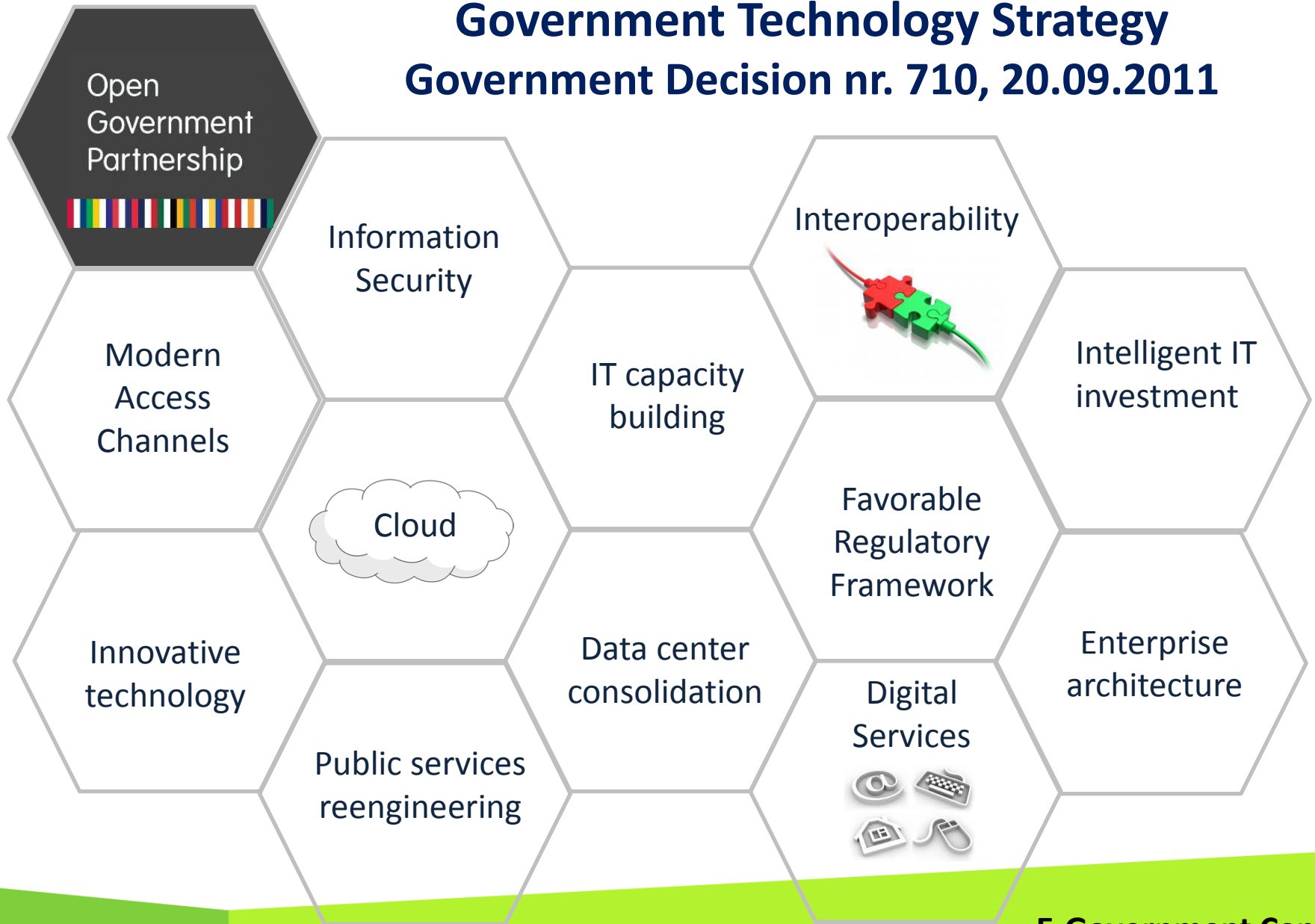


Money



Partnerships

Government Technology Strategy Government Decision nr. 710, 20.09.2011

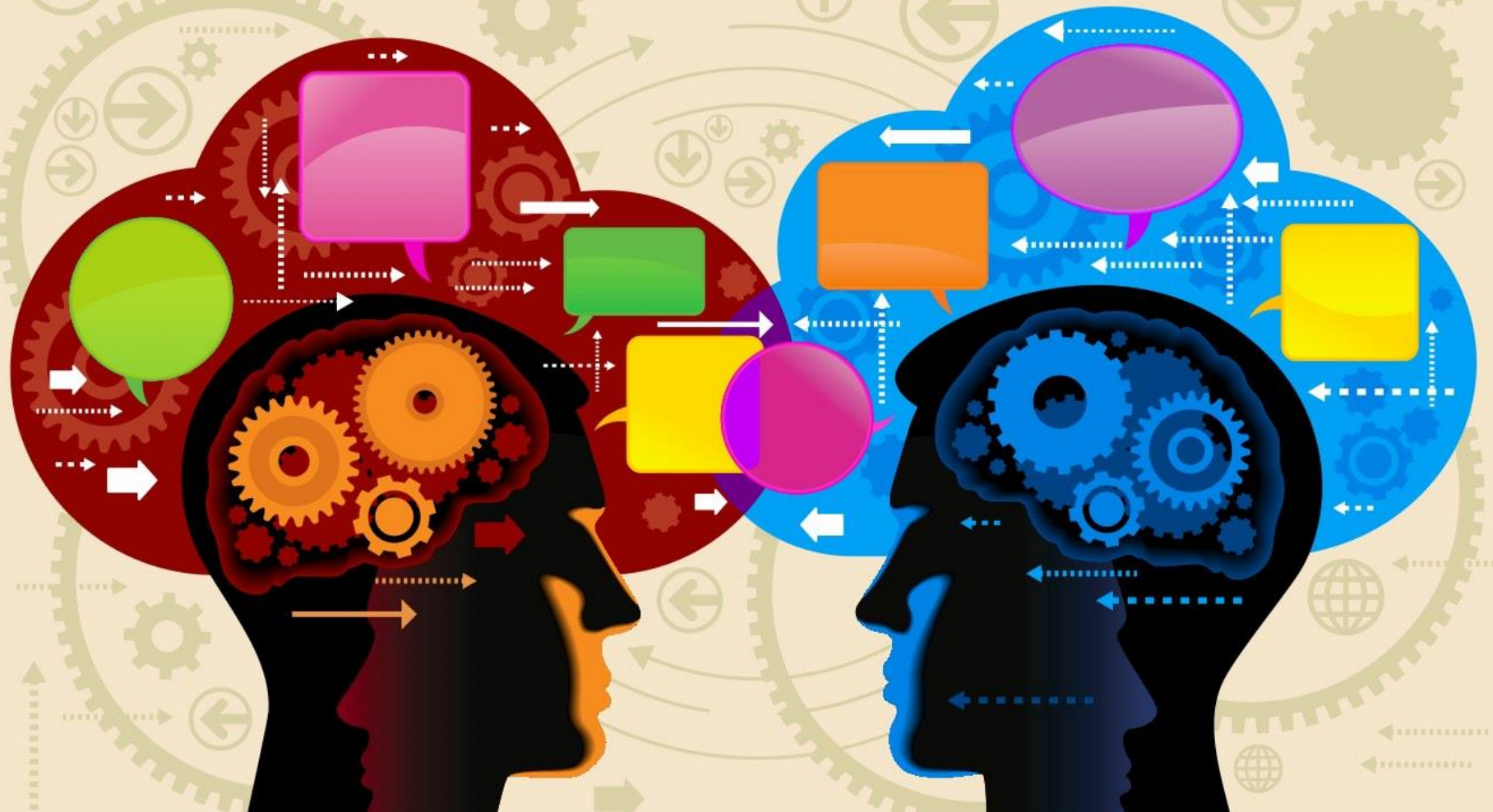


Government Decision Nr. 797, 26.10.2012

The Government Action Plan for the modernization of public services (2012-2015) establishes the following actions:

- Elaborate and implement a Complex Reform of 587 public services
- Introduce Quality Standards, evaluation indicators and citizens report cards
- Elaborate a transparent Methodology for public services' tariffs
- Create Registry of public services, AND
- E-Government to cut bureaucracy, administrative costs, inefficiency and low level of productivity

Leadership starts the Journey but Man Power Delivers Change and Results



EGC/Government CIO = Delivery Team

Power of Partnerships

PPPs



Countries



International Development Partners



E-Transformation

CUT endless lines for public services

**Projects Launched
2011-2013**

G4C / G4B Public Services Portal



Since May 10, 2012 it has been visited by 128,327 individuals
383 services & 79 e-services available on G2C Portal

**By 2020 all public services will be digitized and
accessible from Public Services Portal**

E-Services Infrastructures

Enablers for Sectorial E-Transformation



Authentication

and Access Control Service



SECURITY & IDENTITY



Launched in May, 2013

Government Electronic Payment Platform



E-PAYMENT



No fees for citizens!
Fully operable from September 17, 2013

Total amount of payments transacted – > MDL 1 mln.

Nr. of processed payments – 7 866

Mobile Digital Signature

Launched in **September 2012**, in partnership with Orange and Moldcell mobile operators



Mobile penetration - 119.5 % , subscribers to mobile services - > 4 mln.
Moldova - the 7th country in the world launching the mobile signature

**Government Moldova wins the
“Best mGovernment Initiative Award”, GSMA – Feb. 2013**

Better Outreach. Simple to use. Better Portability.
Affordable prices (until April 1, 2014 is free of charge)





GLOBAL MOBILE AWARDS 2013

Sectorial e-Services

E-Licensing 

E-Criminal Record

E-Reporting to
National House of
Social Insurance 

E-Reporting to
National House for
Medical Insurance 

E-Construction
Norms & Standards

E-Fiscal Invoice 

E-Visa

E-Cadastre 

E-Admission 

E-Services for
Civil Status Archive 

Shared e-Services

G2C Portal

SIGEDIA

E-Reporting 

ECMP 

E-Authorization 

E-Registry 

E-Appointment 

Platform Services

MCloud

MPay 

MPass

MSign 

MNotify 

MLog

M-Cloud: Shared Government Technological Platform



CLOUD FIRST POLICY

- Save resources, decrease maintenance costs, increase the quality of data management, increase information security level and quality of public services for citizens and businesses.

Software as Service

Platform as Service

Infrastructure as Service

“Best Cloud Project in Central Eastern Europe”, awarded by Hitachi – Nov. 9, 2012

MCloud Platform fully operable from February 14, 2013

Paperless Government - DMS

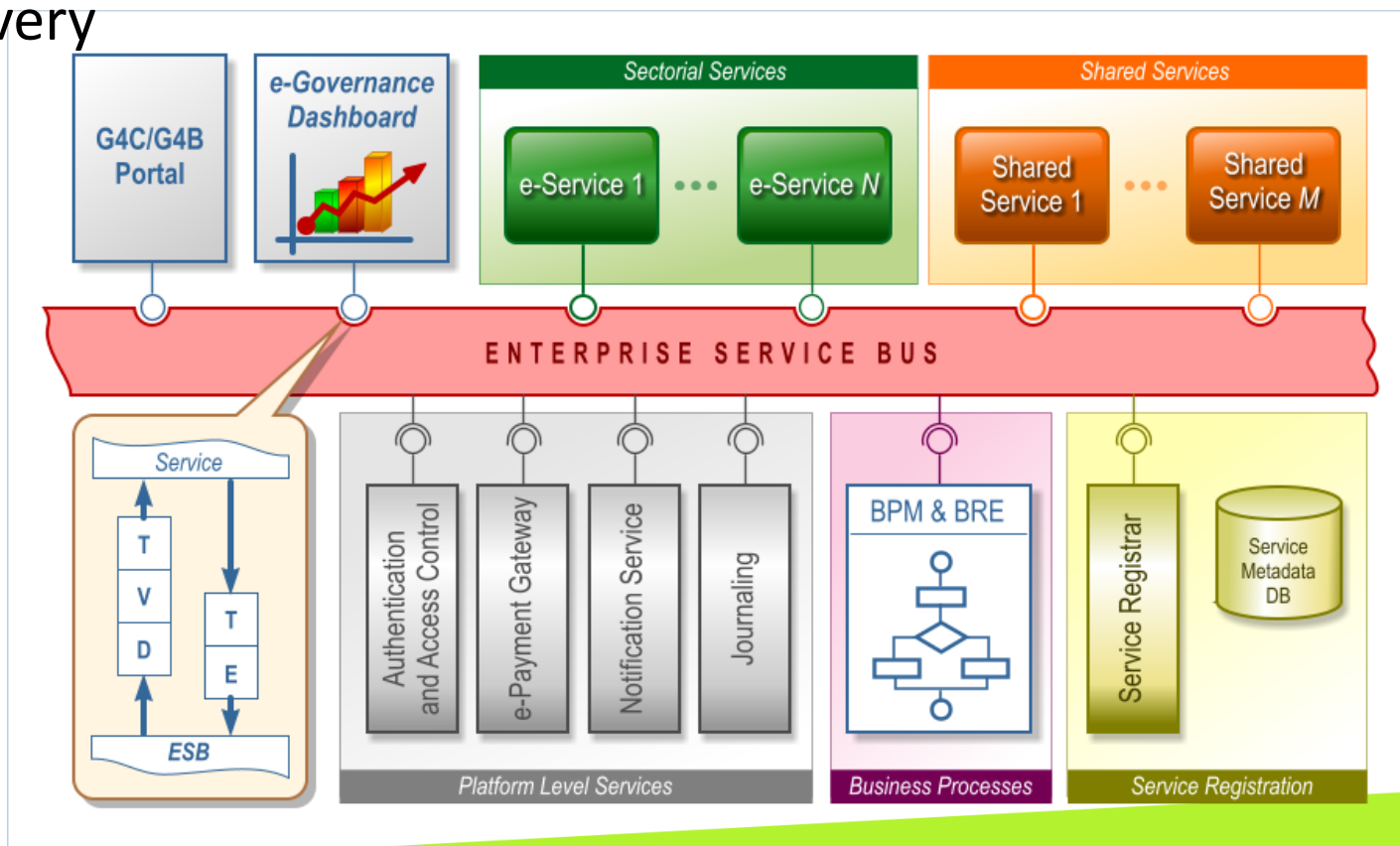
As of today: 9 ministries are participating in piloting the government-wide document management system

Starting with January 1, 2014 the Government will use an electronic documents management system to increase its efficiency and reduce paper consumption

Interoperability Program, Sept. 2012

The Interoperability Platform:

- Facilitate the exchange of information and data
- Ensure connectedness and communication btw Gov. Institutions
- Provide direct benefits for citizens via improved/real time service delivery



Open Government Action Plan 2012-2013/2014-2015



Public Consultations



Open
Government
Partnership



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

Moldova joined the OGP initiative in April 2012 during the first OGP annual meeting in Brazil



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