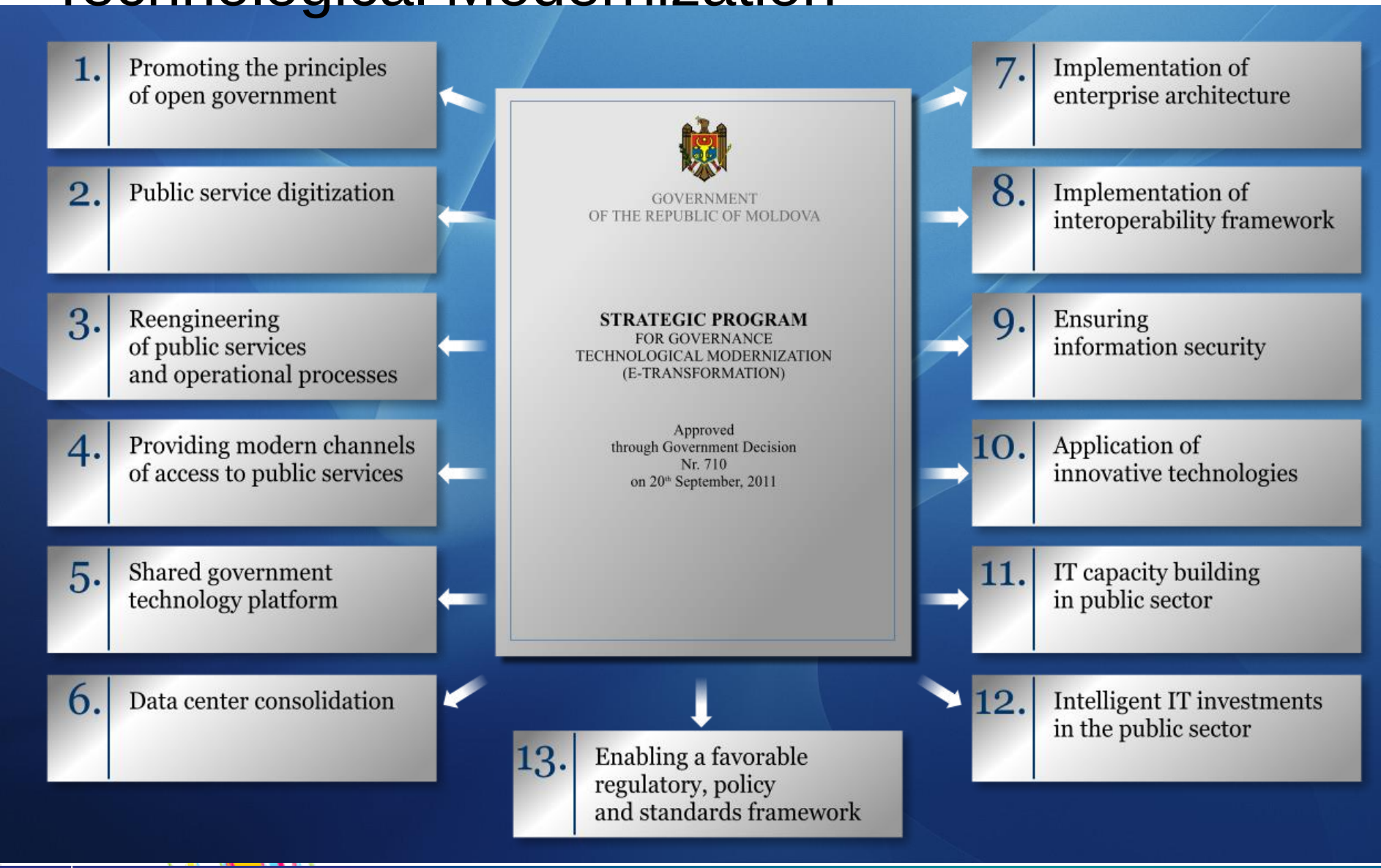
Government e-Transformation

Vision and Achievements

E-Government Center / Government CIO
Government of the Republic of Moldova

May 13th , 2013

Strategic Program for Governance Technological Modernization



Reform Program of Public Services for 2012-2015
Government Decision Nr. 797 (26.10.2012)

- Complex Reform of 587 public services (CPA)
- Quality Standards , evaluation indicators and citizens report cards
- Methodology for public services' tariffs
- Registry of public services, AND
- E-Government to cut bureaucracy, administrative costs, inefficiency and low level of productivity

Guide to Mobile Government

Goals:

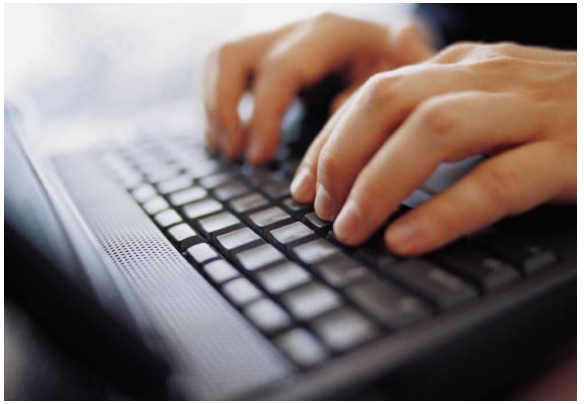
- Improve delivery of government information, products and services;
- Increase government workforce productivity;
- Engage citizens in government;
- Reduce the costs of government operations.

Principles

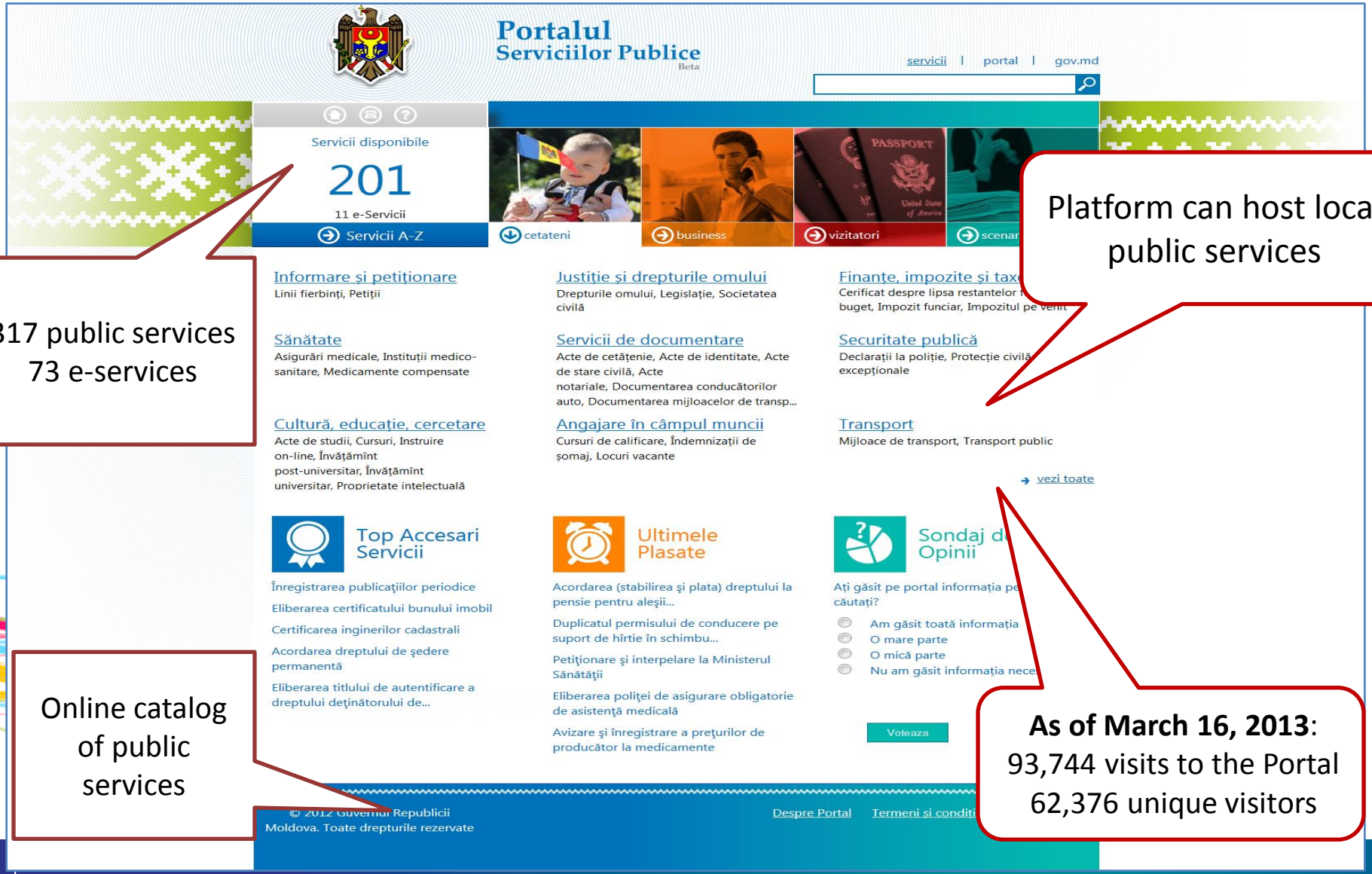
- Web to Mobile – Content portability;
- Mobile by default Policy;
- Integrate Mobility Strategy with Cloud Strategy. Workplace virtualization;
- Use of mobile technology in data collection;
- BYOD (Bring Your Own Device) Policy;
- Mobile Services By Default;
- Publish APIs;
- Release open data;
- Engage citizens;
- Collaborate with private sector and developers.

e-Transformation Obiective for public services

By 2020 all public services will be digitized
and accessible for citizens and businesses from Public Services Portal.



G2C and G2B Services Portal www.servicii.gov.md launched on May 10, 2012



317 public services
73 e-services

Platform can host local public services

Online catalog of public services

As of March 16, 2013:
93,744 visits to the Portal
62,376 unique visitors

Sectorial e-Services	Shared e-Services	Back-office projects
E-Licensing	G2C/G2B Portal	Registry of Personal Data Holders
E-Construction Norms and Standards	Document Management System	Civil Status Archive Digitization
E-Health Insurance	Government Reporting on Action Plan	Criminal Record Archive Digitization
E-Criminal Record	E-Appointment	Registry Management Platform
E-Visa	E-Authorizations	State Registry of Inspections
Electronic Fiscal Invoices	E-Registres	State Registry of Agricultural Producers
Integrated Hospital Management System	E-Reporting	Registry of Soils
Integrated Primary Healthcare System		
E-Admission		

Mobile Signature launched on September 14, 2012

GUVERNUL REPUBLICII MOLDOVA

DISPOZIŢIE Nr. 80-d
din 14 septembrie 2012
Chişinău

În temeiul art. 30 din Legea nr. 64-XII din 31 mai 1990 cu privire la Guvern, pentru asigurarea realizării Programului strategic de modernizare tehnologică a guvernării (e-Transformare), aprobat prin Hotărîrea Guvernului nr.710 din 20 septembrie 2011, Planului de acţiuni pe anul 2012 pentru implementarea Programului strategic de modernizare tehnologică a guvernării (e-Transformare), aprobat prin Hotărîrea Guvernului nr.44 din 26 ianuarie 2012, precum şi pentru eficientizarea utilizării serviciului de identificare electronică mobilă ca parte componentă a infrastructurii de semnătură digitală:

1. Serviciul de identificare electronică mobilă, ca parte componentă a sistemului de semnătură digitală, este lansat şi promovat de Cancelaria de Stat, cu suportul Centrului de Guvernare Electronică (E-Government), Î.S. "Centrul de Telecomunicaţii Speciale" şi a partenerilor din domeniul privat.

2. Ministerele şi alte autorităţi administrative centrale, inclusiv structurile subordonate acestora, vor:
   a) întreprinde măsuri pentru promovarea serviciului de identificare electronică mobilă în domeniul public;
   b) asigura ca la elaborarea serviciilor publice şi integrarea lor în portalul guvernamental al serviciilor publice să utilizeze serviciul de identificare electronică mobilă.

3. Controlul asupra respectării prezentei dispoziţii se pune în sarcina Cancelariei de Stat.

PRIM-MINISTRU **Vladimir FILAT**

Semnătură validă
Digitally signed by Filat Vladimir
Date: 2012.09.14 16:00:57 +03:00
Reason: Mobile eID
Location: Guvernul Republicii Moldova

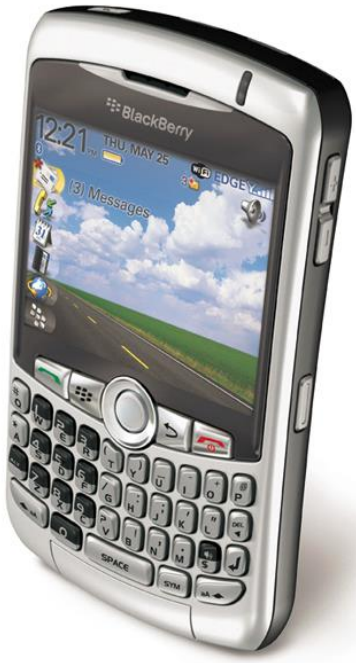
semnătura mobilă

semnătura mobilă

semnătura mobilă

Mobile Signature Advantages

- **Better outreach** – better geographical coverage;
- **Simple to use** – does not require any installations or configuration whatsoever;
- **Better portability** – works on practically any platform;
- **Affordable prices** – the lowest subscription for citizens starts at less than 1 US dollar;



Mobile penetration in Moldova is close to 120%, and there are more than 4 million subscribers to mobile services

Using Mobile Signature in Public Sector

- Mobile Signature can be used in several public services. Among them are:
  - G2C/G2B Portal;
  - e-Tax Declaration for State Tax Service;
  - e-Reporting for National House of Social Insurance;
  - e-Reporting for National Company for Medical Insurance;
  - e-Licensing;
- New major services planned for 2013:
  - e-Payments;
  - e-Fiscal Invoices;
  - e-Cadastre;
  - Enterprise Content Management Platform Apps.

Best m-Government Initiative Award

GLOBAL MOBILE AWARDS 2013

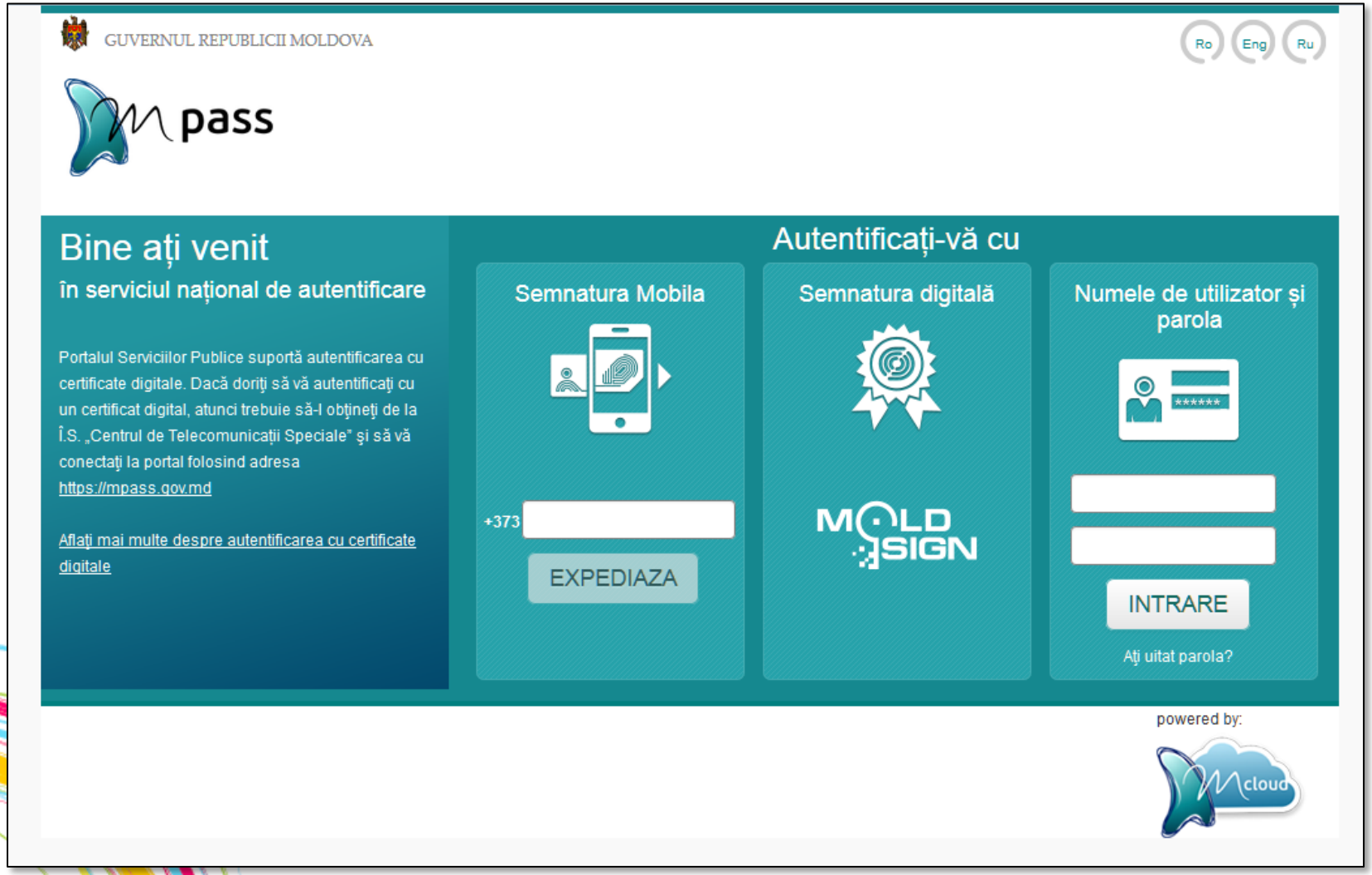
Government of Moldova wins the Best m-Government Initiative Award.

This award is for the government who has embraced mobile technologies as an opportunity to leverage the potential of mobile to improve government initiatives.
http://www.gsma.com/newsroom/gsma-announces-winners-of-the-2013-global-mobile-awards

MOBILE WORLD CONGRESS
Barcelona | 25 – 28 February 2013

About the GSMA
The GSMA represents the interests of mobile operators worldwide. Spanning more than 220 countries, the GSMA unites nearly 800 of the world's mobile operators with more than 230 companies in the broader mobile ecosystem , including handset makers, software companies, equipment providers and Internet companies, as well as organisations in industry sectors such as financial services, healthcare, media, transport and utilities. The GSMA also produces industry-leading events such as the Mobile World Congress and Mobile Asia Expo.

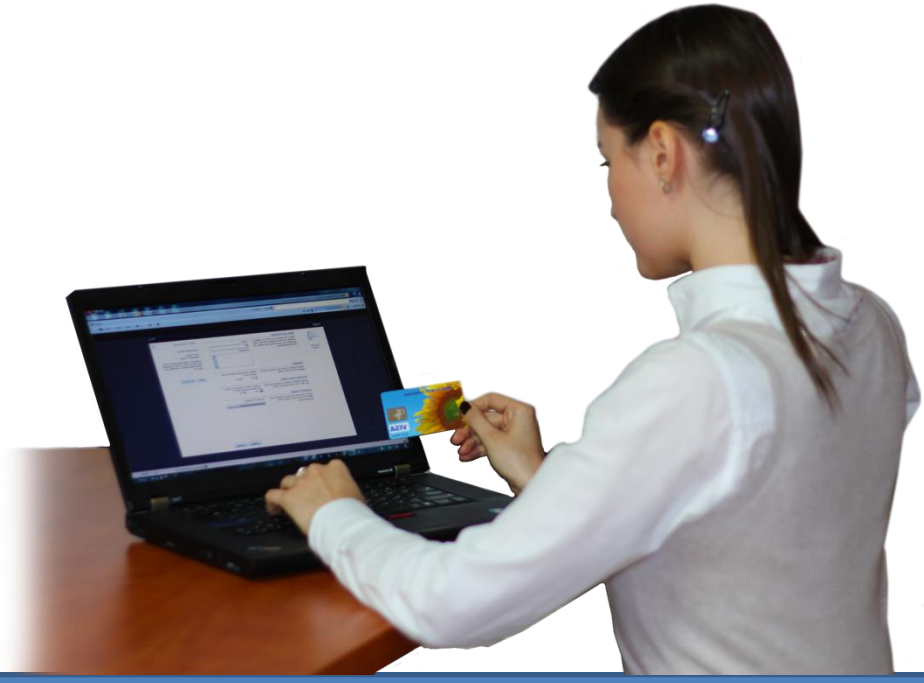
MPass – Authentication and Access Control Service



MSign – Digital Signature Service

Government e-Payment Gateway - MPay

- The Government e-Payment Gateway – MPay makes it possible to pay for any public service using all available payment methods, including:
  - Visa și MasterCard;
  - internet banking systems;
  - mobile banking solutions;
  - Cash-in machines;
  - Cash;
  - etc.

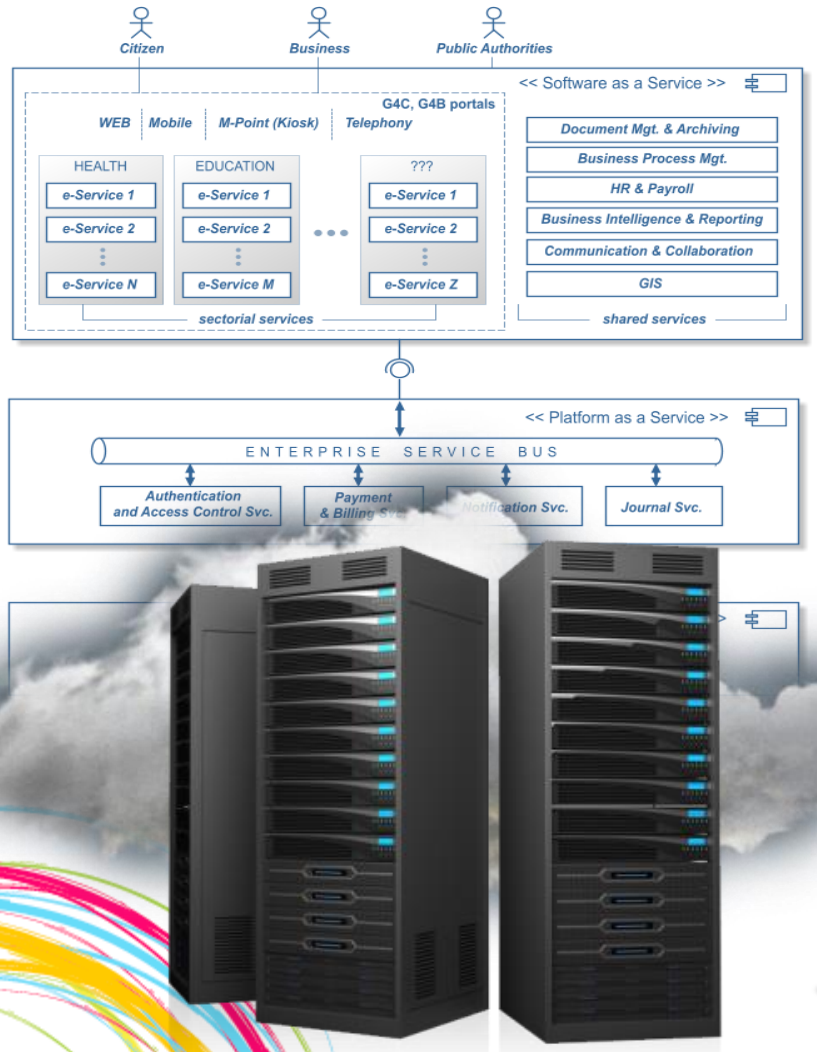


- 1 mln bank cards issud so far;
- Volume of cards transactions amount cca. 16.5 bln MDL;
- Less than 5% of cashless transactions.

- *National Bank of Moldova*

Government Electronic Payment Platform - May 2013

M-Cloud: Shared Government Technological Platform
November 2012



M - Cloud

- Electronic public services provided by ministries and Agencies will be hosted and operated from M-Cloud
- Government private cloud (G-Cloud), delivering all common services at IaaS, PaaS and SaaS levels
- Cloud First Policy: First choice for public e-services and back-office information systems hosting and delivery platform

"Best Cloud project in Central & Eastern Europe"

Awarded by Hitachi

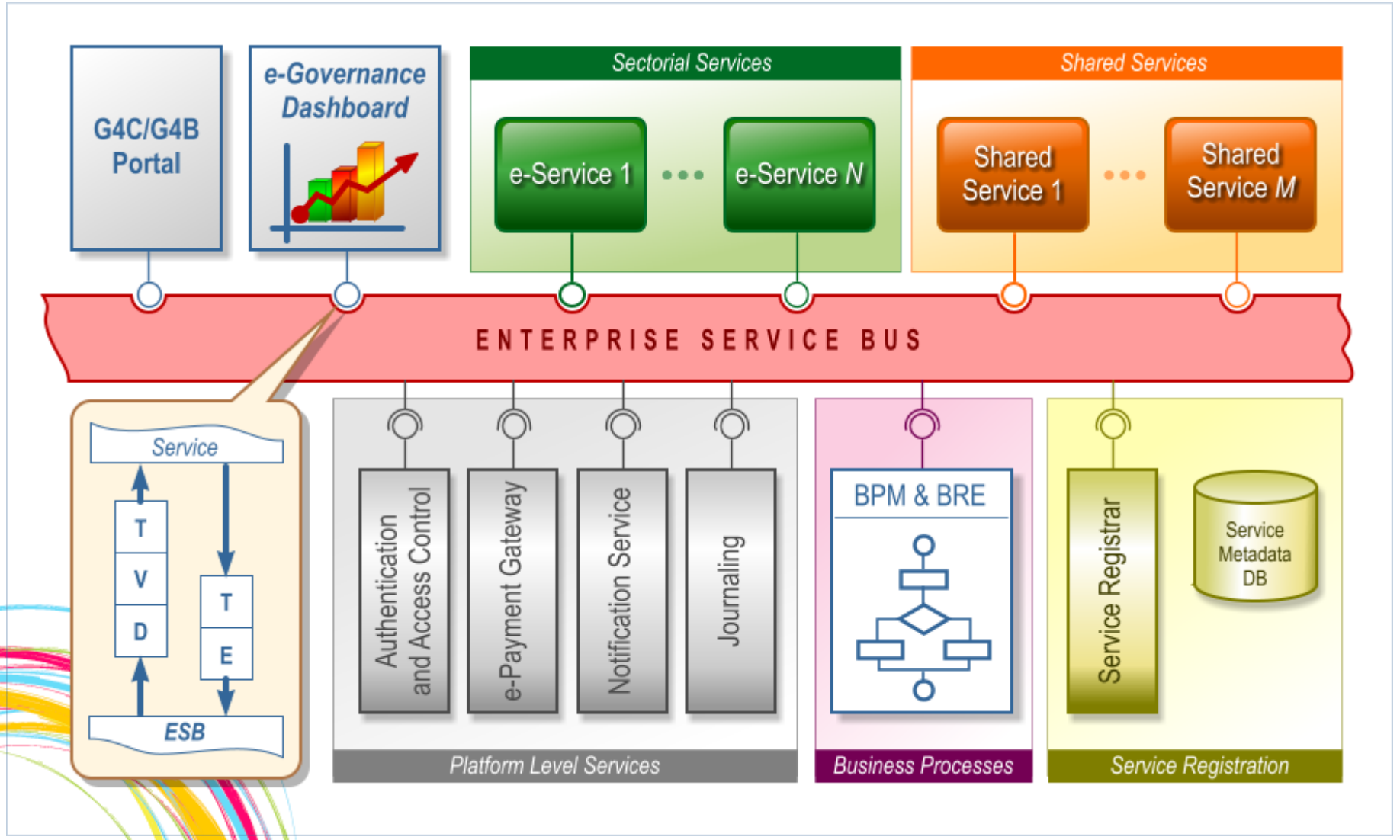
M-Cloud Service Levels

Software as a Service (SaaS)

Platform as a Service (PaaS)

Infrastructure as a Service (IaaS)

Interoperability Program - Government Decision Nr. 656 (5.09.2012)

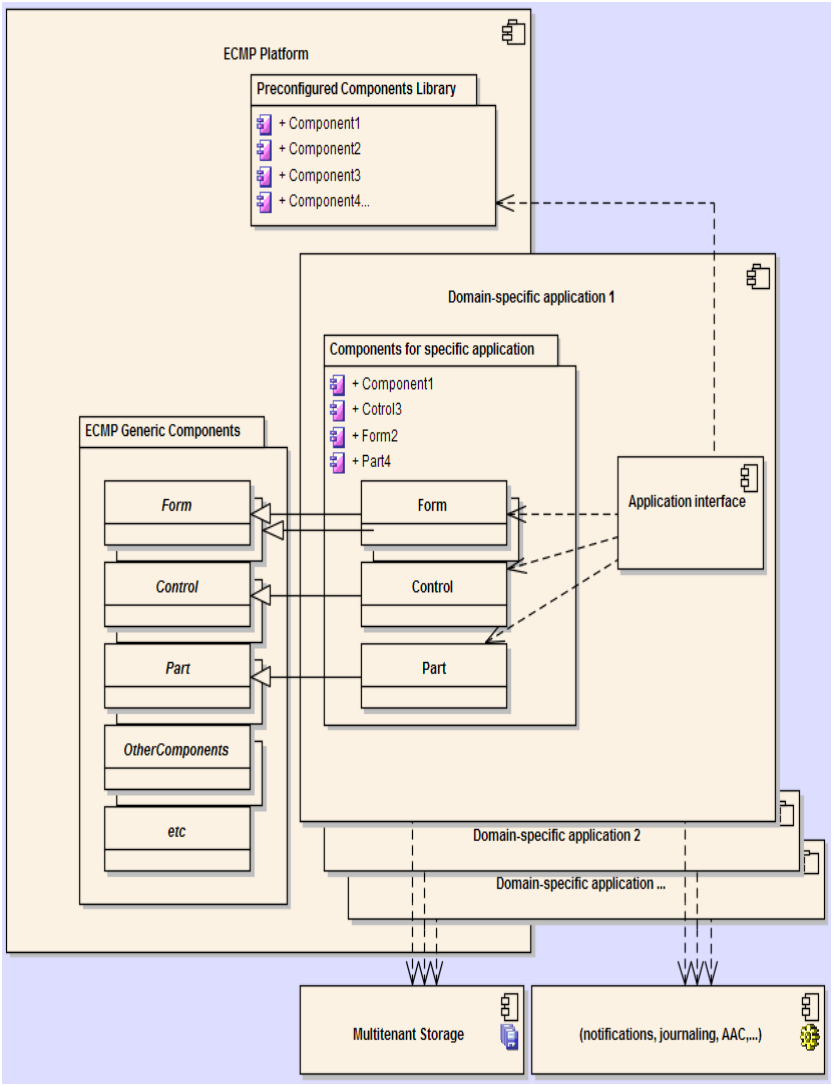


The Enterprise Content Management Platform (ECMP)

ECMP is a platform for easy (no-code) creating of Information Systems (IS) mainly for:

- Authorizations;
- E- Registers;
- E-Appointments.

The main difference of this platform from other classical development tools is that the development process is substituted with the domain modeling and configuration of pre-built platform's components.



Open Government Action Plan 2012-2013

Public Consultations

Open Government Partnership

3 Grand Challenges

- Increasing Public Integrity
- Better Managing Public Resources
- Improving Public Services

Award for contributing to OGP

Awarded by Transparency International Ukraine

Reuse of Government Public Data For Informed Decision Making and Qualitative Public Services

Launched on: **April 15, 2011**

Number of datasets: **608**

Publishing institutions: **38**

Number of unique visitors: **~ 3,500/month**

Number of downloads: **~ 5,500/month**

Developing Open Government Data Catalogue

Open Government Partnership

Open Government Partnership

TRANSPARENCY INTERNATIONAL UKRAINE

British Embassy Kyiv

On March 15th, the Government of Moldova was awarded by Open Government Partnership in Eastern Partnership Countries and Russia, Transparency International Ukraine and British Embassy in Kyiv In recognition of the Government of Moldova contribution to the implementation of the Open Government Partnership

What's next…

- It is crucial to keep this momentum in development of sectorial services;
- Good coordination and reuse is crucial!
- Development of sustainable e-governance models;
- Development of Intelligent IT Investment Framework;
- Improving National IT Security Framework;

Main Partners in e-Transformation

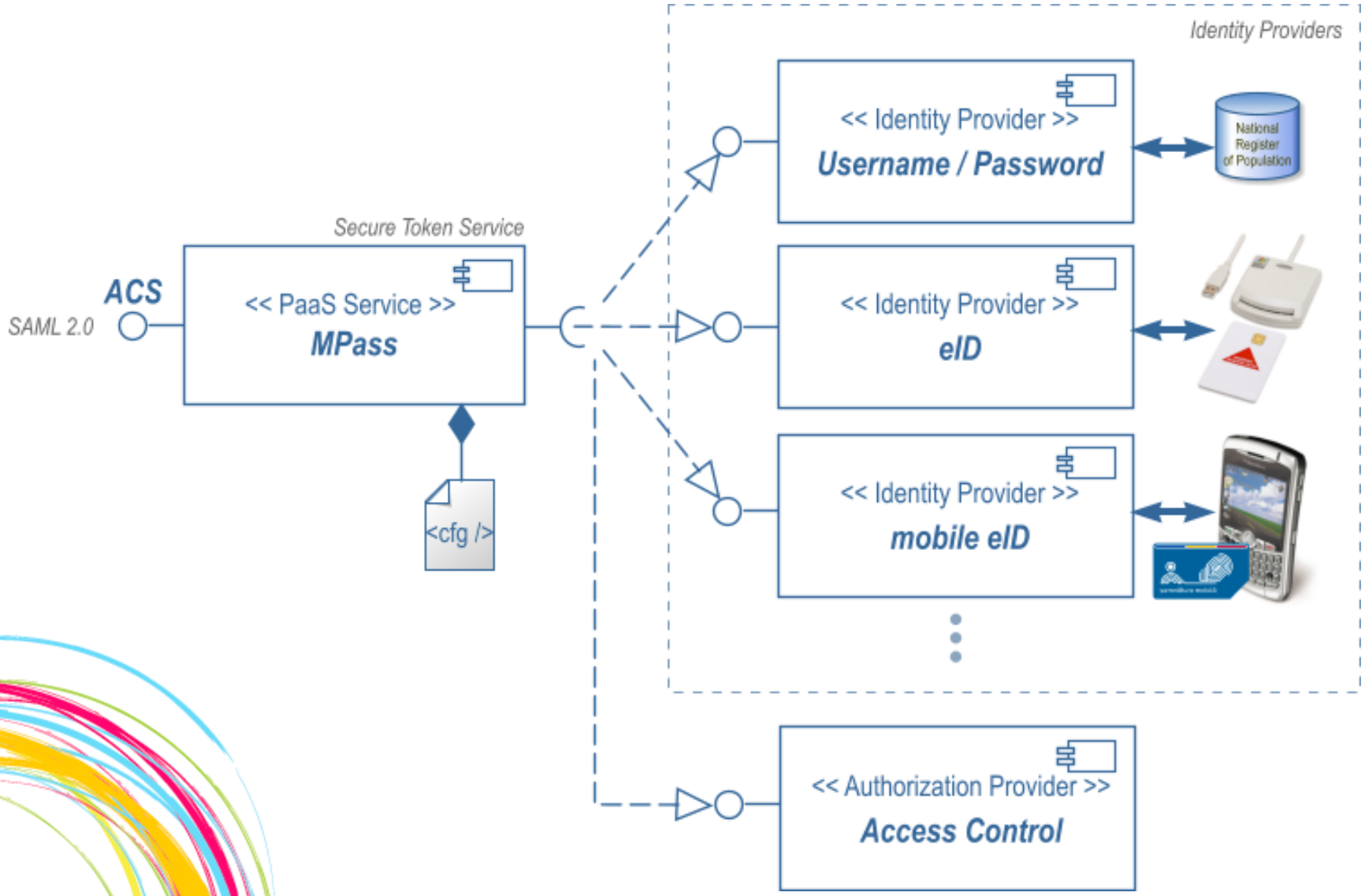
GUVERNUL
REPUBLICII MOLDOVA

USAID
FROM THE AMERICAN PEOPLE

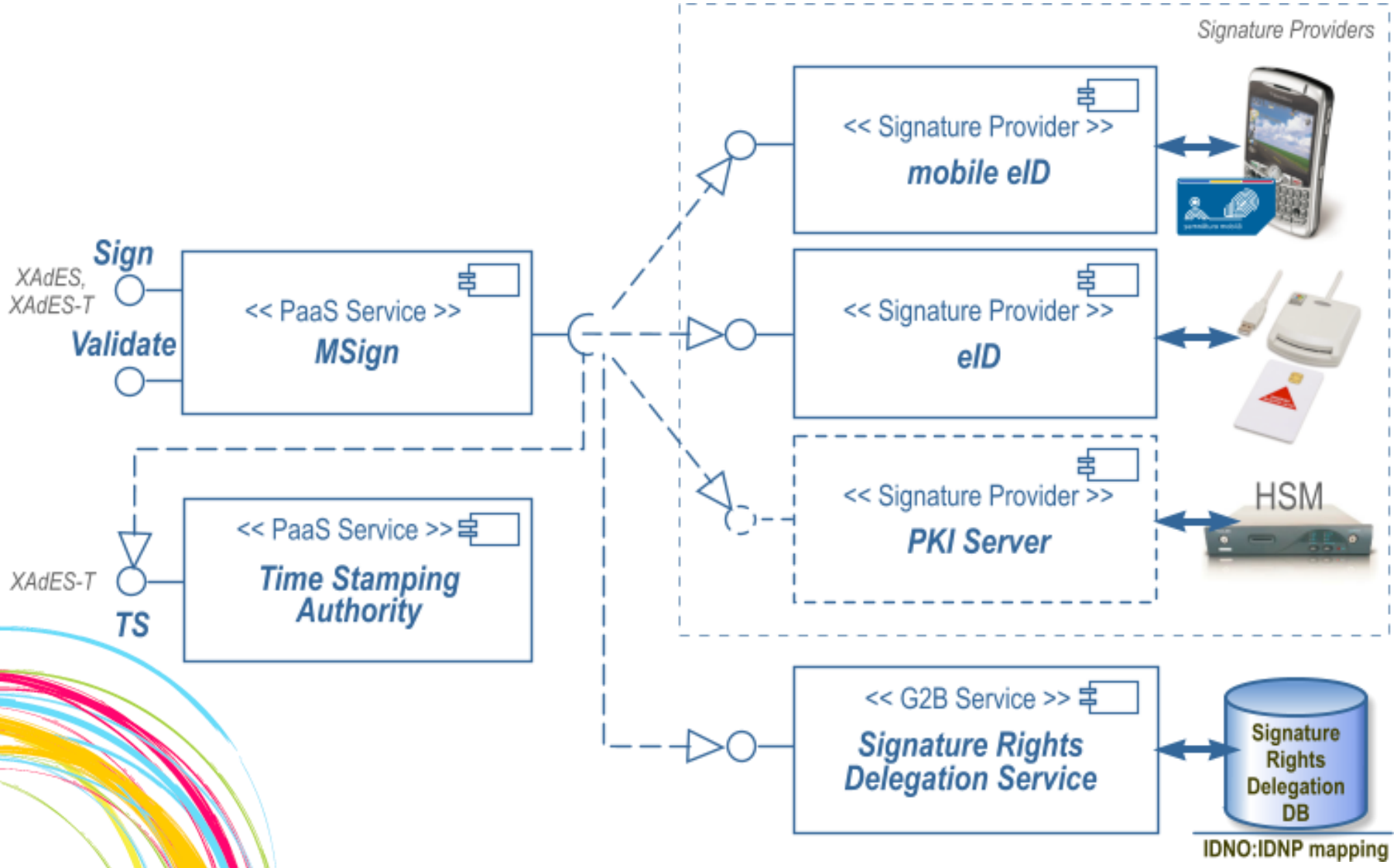
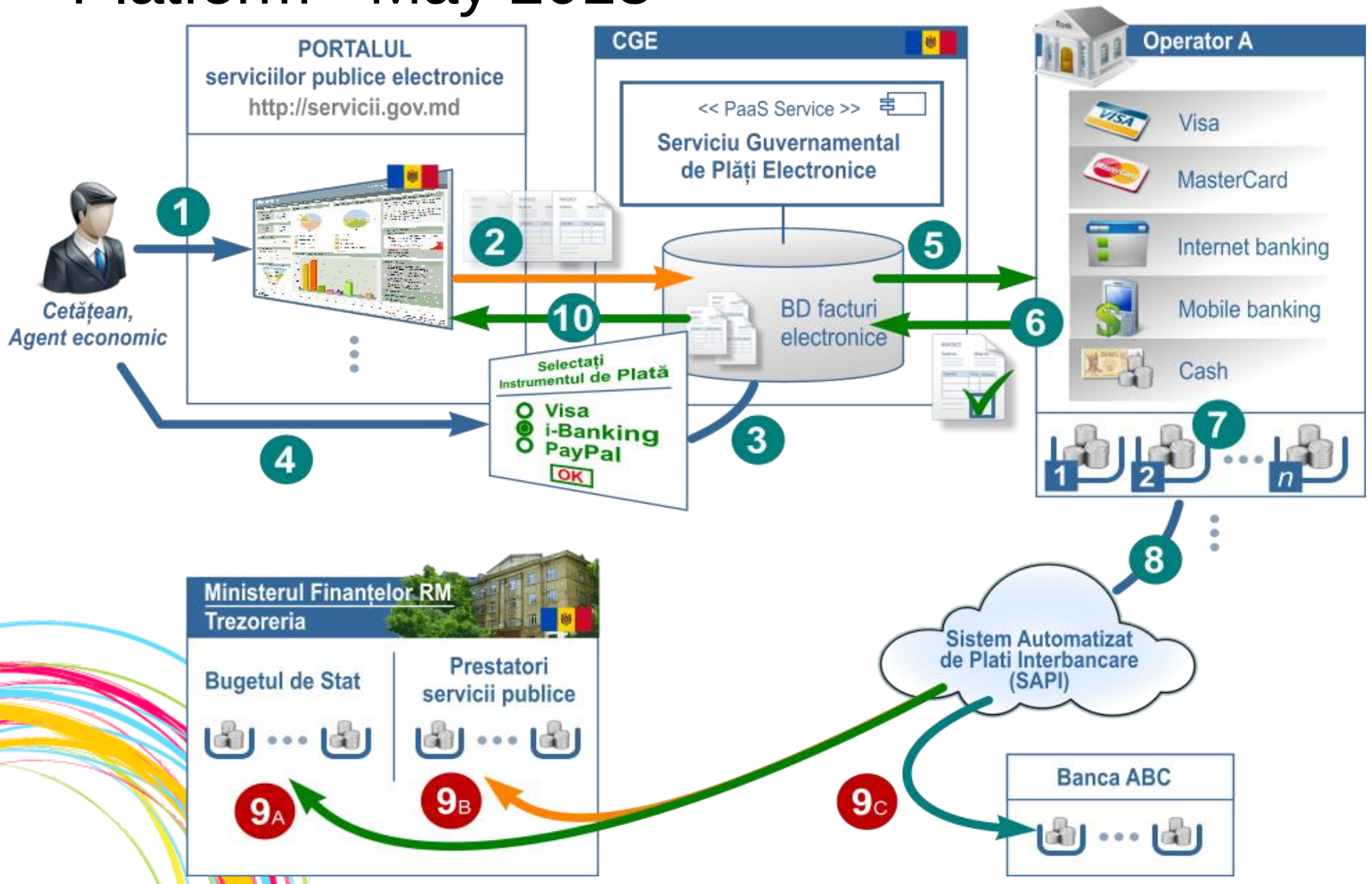
www.egov.md

office@egov.md

MPass Architecture (Access Control Service)



MSign Architecture



Government Electronic Payment Platform - May 2013