Moldova Governance e-Transformation

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MANDATE:
Government Technology Strategy
Government Decision nr. 710, 20.09.2011
Governments transform themselves in SMART ways!
Government as Driver of Public Sector Innovation

Public Sector Innovation targets:

• **Public Services:** a new service/an improvement in the quality of an existing service.

• **Public Service Delivery:** new ways of delivering high quality services.

• **Administrative and organization dimensions:** changes in the organizational structures and routines to deliver better, cost effective services.

Source: OECD (2012) "Public-sector innovation"
Governance e-Transformation supports the Reform of Public Services
(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
Government 2.0. – Enabler & Driver of Innovation
Opening up government data to boost

• entrepreneurship

• better public services

• growth and accountability
Open Government: an Idea whose time has come!
Moldova Governance e-Transformation

Progress achieved 2012-2013
By 2020 all public services online accessible from Public Services Portal

www.servicii.gov.md – entry Portal to government services launched in May 10, 2012

388 services & 78 e-services available on G2C Portal

By 2020 all public services online accessible from Public Services Portal
Principles for implementing Digital Government

- Think Customer, Not Government Agency
- Reinvent Government, Don’t Simply Automate It
- Focus on Digital Transactions between Citizens and Government
- Make Government Applications Interoperable among themselves and with commercial ones
- Digital Government will save government money, which should be reflected in the “price” people pay for interacting with government
- Promote Access to Information on the Internet and Ensure Adequate Security and Privacy Measures in place
- All services that can be provided digitally should be, but they should not eclipse traditional means
e-Governance Infrastructures for Smart Transformation

- e-Identity
- Digital Signature/MSign
- Interoperability
- Electronic Payments
- Notifications
- Platform e-Registries e-Permits
- Infrastructure Sectorial e-Services
- mpass
- mpay
- mcloud
Digital by Default Framework

- Security by Design
- Mobile by Default
- Content Portability
- Open Data
- APIs
- Cloud First
- Shared by Default
Mobile Digital Signature

The Moldovan Government received “Best mGovernment Award” at GSMA 2013
Authentication and Access Control Service

Launched in May, 2013
Government Electronic Payment Platform

No fees for citizens!

Fully operable from September, 2013
EU Cloud Strategy 2012

“public authorities to benefit from Cloud adoption for efficiency savings.”

• Cloud computing can help drive the transition to 21st century public services that are interoperable, scalable and in line with the needs of a mobile population and business that want to benefit from the European digital single market”. 
Cloud First Policy 2012

MCloud Government Regulation

January 2014

Software as Service
Platform as Service
Infrastructure as Service

MCloud Platform fully operable from February 14, 2013
EU Interoperability Platform for Pan European e-Government Services

• Cross-Border access to government data: *Access to Base Registries*

• STORK: Secure Identity across Borders *eID easier access to public services across EU;*

• Electronic Procurement for EU/PEPPOL

• Secure document workflow between EU and national institutions
Government Interoperability Platform in Piloting
Government Decision Nr. 656 (5.09.2012)
Government Enterprise Content Management Platform (ECMP)

Government Platform of e-Registries and e-Permits: Digital Agriculture Registry; Registry of Controls; e-Permits for Water Use.
Power of Partnerships

PPP's
- CTS
- orange
- Moldcell
- QSystems

Countries
- Singapore
- Germany
- Estonia
- Austria
- India
- Netherlands
- Israel
- United States

International Development Partners
- The World Bank
- USAID
- Bill & Melinda Gates Foundation
- UNDP
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