



# Moldova Governance e-Transformation Program: Highlights

Vlad Manoil

Senior e-Services Manager, e-Government Center

24 July, 2012

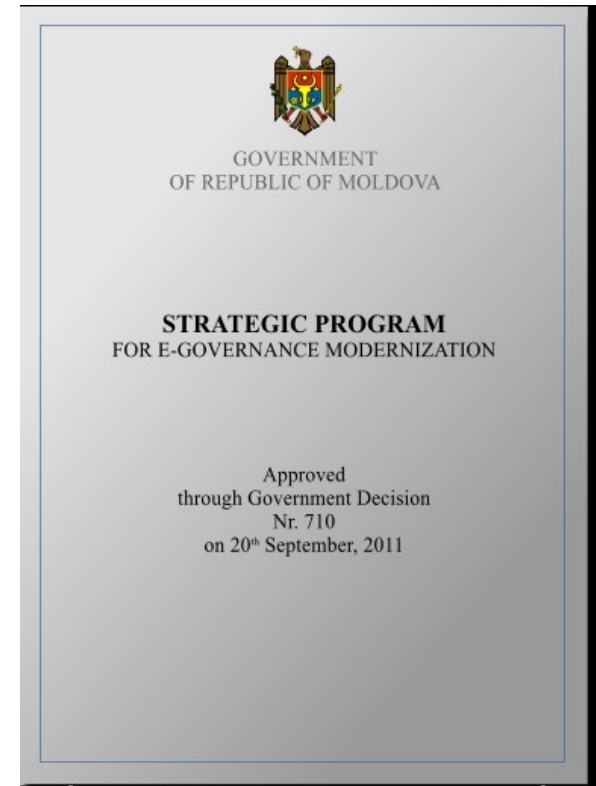


# Where we want to be



**Objective:** By 2020, the Government will become more transparent, more responsive, and will perform better due to intelligent investments in IT and their high uptake in the public sector

- **The modernization of public services** through digitization and business process reengineering and the convenient access to information and services for citizens and businesses
- **The optimization of government operations** through interoperability, IT asset consolidation, and data reuse that will help overcome departmental silos and enable public institutions to operate and interact through a shared technology platform in order to offer high quality services



*Strategic Program, approved Sept 20, 2011*

# How we plan to get there



1. Promoting the principles of open government

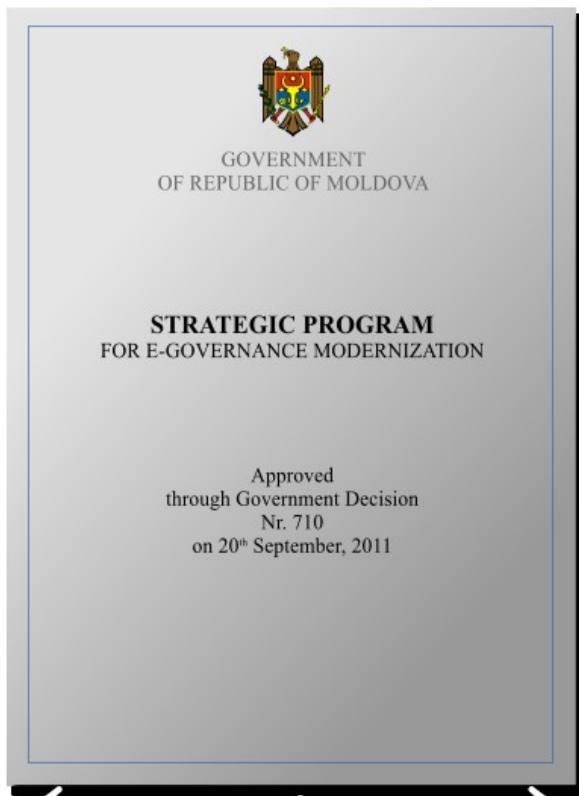
2. Public Service Digitization

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



13. Enabling a favorable regulatory, policy and standards framework

7. Implementation of enterprise architecture

8. Implementation of Interoperability Framework

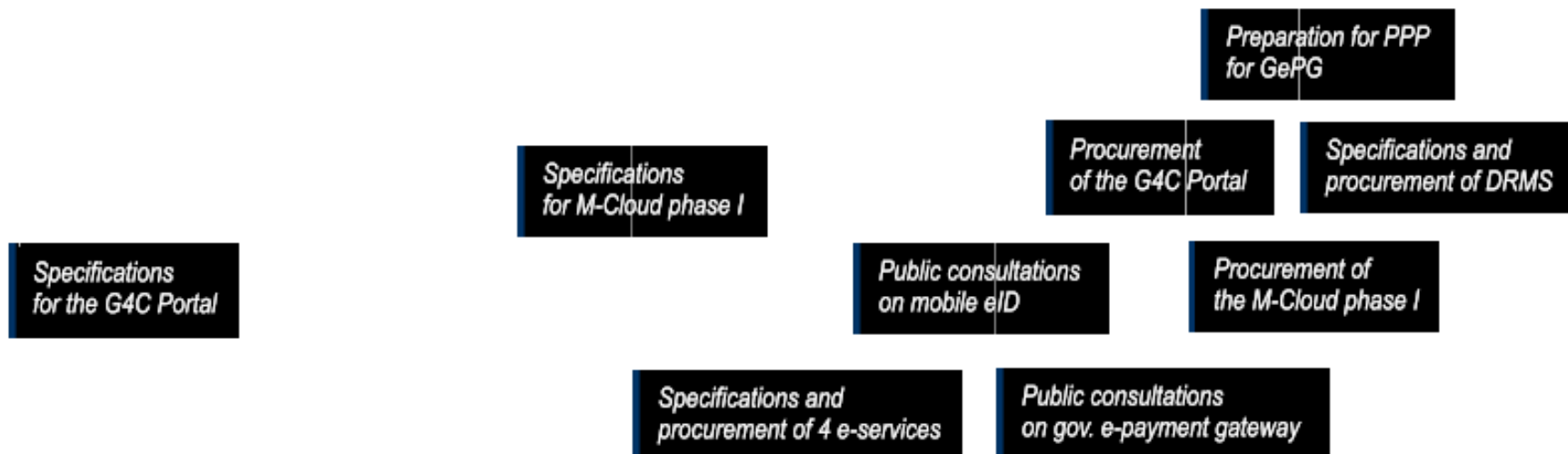
9. Ensuring information security

10. Application of innovative technologies

11. IT Capacity building in public sector

12. Intelligent IT investments in the public sector

# What we did in 2011



# What we are working on in 2012



1.	Open Government Initiative, <a href="http://www.date.gov.md">www.date.gov.md</a>	Continuous
2.	Government 4 Citizens Portal, <a href="http://servicii.gov.md">servicii.gov.md</a>	Launched
3.	Online application for criminal records, Ministry of Interior Online business licensing, Ministry of Economy Online reporting for health insurance house, MoH Library of Construction Norms and Standards, MoC	Launching in August-September
4.	Document and Records Management System for Central Government	Launching in November
5.	M-Cloud Shared Government Technology Platform	Launching in October
6.	Enterprise Architecture Framework, including SOA principles	Planned for December
7.	Mobile e-ID	Launching in September
8.	Electronic Payments Gateway	Launching in December
9.	Interoperability Framework for the Public Sector	Planned for September
10.	Capacity building and training program for civil servant and IT managers in the public sector	Continuous
11.	Developing sectorial strategies (eHealth, eJustice, eEducation etc.)	In progress
12.	Start implementation of new sectorial e-services and digitization of public archives	December

# Key initiatives: Government Portal and e-Service Delivery Model



- A one-stop shop for services developed by you for citizens and businesses
- Increased usage of your e-services through promotion mechanisms
- An efficient and sustainable model for deploying e-services for government-wide and sectorial public e-services

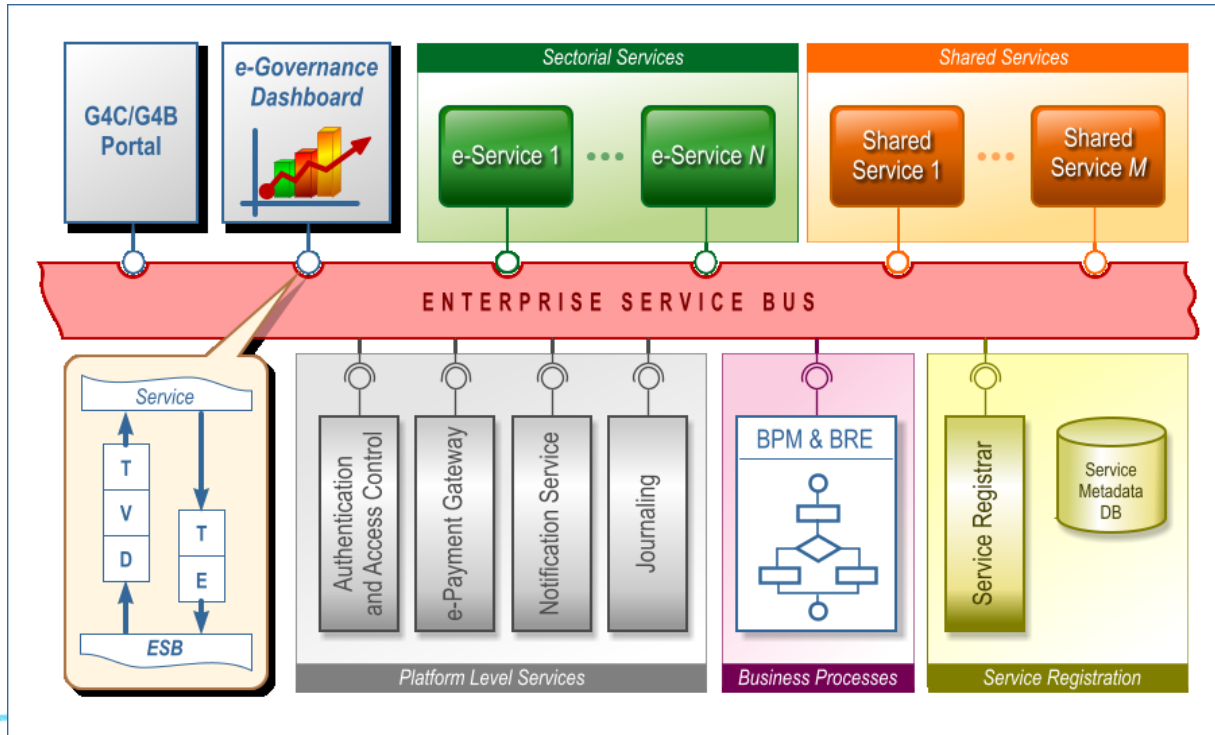
# Key initiatives: Mobile e-ID, M-Pass and e-Payment Gateway



- Increased access and convenience for citizens and businesses through single sign-on solution for all e-services
- Efficient and secure user management
- Higher uptake of IT system or e-services



# Key Initiatives: Interoperability



- Benefiting from alignment with other government initiatives
- IT resources and assets reuse in the public sector

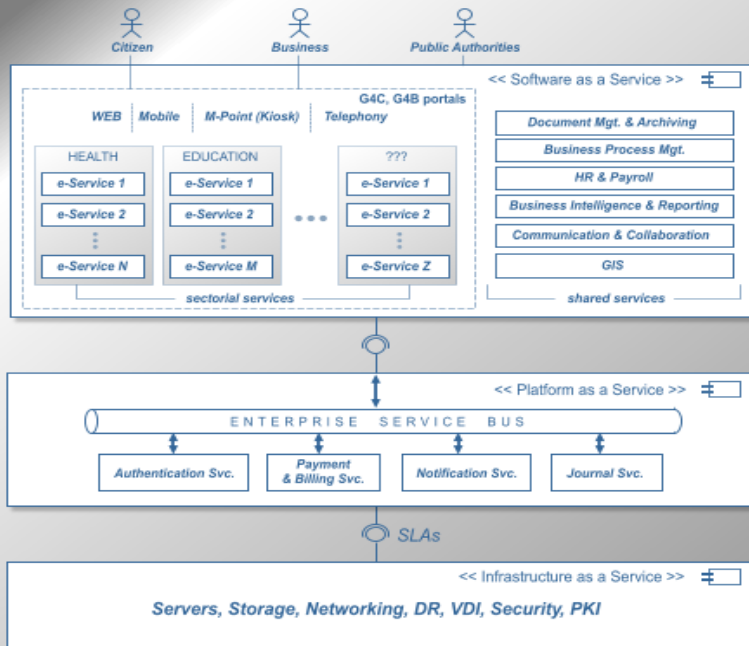


# Key Initiatives: M-Cloud and Government



E

ə



- Less investments in hardware, more room for innovation
- Sustainability and security after project enters into operations
- Invest more in people and process reengineering, less in servers and networks

Cloud-first  
policy

M-Cloud is the first choice for hosting e-services and state information systems.



**Thank you for your attention!**

