Moldova Governance e-Transformation Program: Highlights

Vlad Manoil
Senior e-Services Manager, e-Government Center

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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
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
What we did in 2011

- Creation of CIO Council
- Drafting e-Gov Strategic Plan
- Consultations on the Strategic Plan
- Approved Strategic Plan
- Identification of 2012 e-services
- Creation of CTO Council
- Launch of open government data portal
- Modernization of the Operational Unit
- Monthly meetings with private sector
- Preparation for PPP for GePG
- Specifications for the G4C Portal
- Public consultations on mobile eID
- Public consultations on gov. e-payment gateway
- Specifications and procurement of 4 e-services
- Specifications and procurement of DRMS
- Procurement of the G4C Portal
- Procurement of the M-Cloud phase I
# What we are working on in 2012

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<tr>
<th></th>
<th>Description</th>
<th>Status</th>
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<tbody>
<tr>
<td>3.</td>
<td>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</td>
<td>Launching in August-September</td>
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<td>5.</td>
<td>M-Cloud Shared Government Technology Platform</td>
<td>Launching in October</td>
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<td>6.</td>
<td>Enterprise Architecture Framework, including SOA principles</td>
<td>Planned for December</td>
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<td>7.</td>
<td>Mobile e-ID</td>
<td>Launching in September</td>
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<td>8.</td>
<td>Electronic Payments Gateway</td>
<td>Launching in December</td>
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<td>9.</td>
<td>Interoperability Framework for the Public Sector</td>
<td>Planned for September</td>
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<td>10.</td>
<td>Capacity building and training program for civil servant and IT managers in the public sector</td>
<td>Continuous</td>
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<td>11.</td>
<td>Developing sectorial strategies (eHealth, eJustice, eEducation etc.)</td>
<td>In progress</td>
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<td>12.</td>
<td>Start implementation of new sectorial e-services and digitization of public archives</td>
<td>December</td>
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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

- 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
Thank you for your attention!