



Multi-stakeholder Consultation within the Framework of the National Review on a Digital Innovation Framework

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CHISINAU MANIFESTO

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Based on the discussion with various stakeholders surrounding Inclusive Digital Ecosystem in Chisinau, a gathering of 56 participants identified a set of challenges and recommendations, which may serve as a base for planning and implementing future activities fostering national ICT centric innovation ecosystem in Moldova. The set of challenges and recommendations developed by the community gathered at this meeting are all equally important and non-binding; so are the gaps that were discussed and must be addressed. These challenges and recommendations are for the purpose of consideration and to be used as an input to the national review to be carried out by ITU.

Recognizing the critical role of ICTs across all sectors of the economy and the particular contribution of ICT centric innovation and entrepreneurship to socio-economic development, stakeholders representing the public & private sectors, entrepreneurs, academia, financial and support groups shared the goals that they see for Moldova in the next 3-5 years, for each of the following pillars.

Vision

- A vision and strategy for the ecosystem needs to be elaborated with the aim to develop an efficient and sustainable digital innovation ecosystem.
- The vision must include a focus modern education, and business culture.
- Appropriate systems of regulation, policies and structures of public administration must be developed to support such a vision.

Policy

- Public policy regimes need to be strengthened to better foster innovation in the ICT sector.
- Steps should be taken to ensure the continuity of policy over time between different administrations.
- Policies and regulations should be developed in a coordinated fashion between different ministries and agencies, based on national strategies and roadmaps.
- Government services should be modernized and online services should be developed.
- Policies to foster and develop financial mechanisms to support innovation, (such as venture funds, innovation funds, angel investment, or crowdfunding) should be created.

Capital and Resources

- A proper legal framework for investment in innovation and research needs to be developed.
- Financing for innovation and research activities needs to be streamlined and expanded.

- Legal frameworks should be strengthened to protect investors and minimize their risk exposure.
- A full range of funding mechanisms for startups, including both existing and emerging models should be encouraged and developed, with a special focus on building on good practices, both domestically and internationally.

Talent and Champions

- Measures to reduce the impact of brain drain on the country are urgently needed.
- The compensation for teachers and professors need to be improved to encourage high level experts to join academia, and to foster advanced study among students.
- Training programs in business and technical skills should be developed.
- Cooperation between academia and the private sector, including internships and hands-on education, needs to be strengthened to improve matching for skills and research activities.

Infrastructure and Programs

- The cost of internet access, hardware and software need to be reduced to increase availability and access, especially for poorer citizens.
- The current legislation regarding soft infrastructure such as IT parks and hubs should be fully developed and implemented to realize the innovation potential of the ecosystem.
- A platform or mechanism is needed to connect consumers and producers in the ICT sector and should be developed.
- Cloud access needs to be further expanded and costs reduced to encourage usage.

Market and Networks

- Moldova should be promoted as a destination for innovation, including all necessary financial tools and supports in order to ensure interest in the country.
- Home grown IT solutions should be promoted, and in particular awareness raising needs to be undertaken among Moldovan consumers about domestic IT solutions.
- Informal networking activities should be developed through joint events, workshops, and other activities to gather and encourage collaboration between different stakeholder groups.
- Creative education should be developed in order to build innovative skills among young people.
- A unique platform should be established to facilitate the exchange of information and best practices between stakeholders.
- Specific professional training should be developed in order to enhance the capacity of firms and innovators to engage in import and export activities, including business management and marketing skills.

Communities and Culture

- Steps should be taken in order to develop a more predictable business and investment environment, improving trust among the private sector and civil society, which will lead to increased innovation activities.
- Communities and events should be created in order to share entrepreneurial and innovation culture and interest, especially among young people. This should include online platforms to share culture, success stories and good practices.
- Education activities should be developed in order to encourage innovation within academia, with a goal of creating a culture of lifelong learning, development of innovation and business skills, and spread of innovation culture and interest.