ITU Regional Development Forum for Europe (RDF-EUR)

Information and Communication Technologies for attaining Sustainable Development Goals

organized by the International Telecommunication Union with the support of the
National Authority for Management and Regulation in Communications (ANCOM) of Romania and cooperation with the
European Conference of Postal and Telecommunication Administrations (CEPT)

22-23 May 2023
Timisoara, Romania

Remote participation at http://itu.int/go/RDF_EUR_23
(Meeting held back-to-back with Com-ITU of CEPT – 24-26 May 2023)

Please note that submitted information will be presented during the RDF-EUR P2C Roundtables and
it will also be reflected on the pledging platform of the Partner 2 Connect Digital Coalition.

CONTRIBUTION FORM

ORGANIZATION: Moldova E-Governance Agency

FOCAL POINT: Olga TUMURUC, Director, olga.tumuruc@egov.md, +373 69735835

TITLE: Scaling FOD (Front-office Digitalization) Framework

DESCRIPTION OF ACTION: [Provide a brief description up to 500 words]

The FOD (Front-Office Digitization) is a framework containing a collection of visual components and integration libraries that enables rapid design and development of the front office for digital public services. FOD components are designed to be oriented to ensure a simple and user-friendly experience. The main beneficiaries of services developed based on FOD are citizens, businesses, and foreigners. FOD includes components that are used to easily configure and develop thin back-office for governmental service providers but also provides connectivity to enable the integration of FOD with existing service provider back-offices.

The FOD includes integration blocks with all Governmental Platform Services:

- MPass – for authentication and authorization (https://mpass.gov.md)
- MSign – for electronic signature (https://msign.gov.md)
- MNotify – for electronic notifications (https://mnotify.gov.md)
- MPay – for electronic payments (https://mpay.gov.md)
- MLog – for logging business events
- MDelivery – for delivering the results of provided public services (https://mdelivery.gov.md)
- MConnect – for data exchange with third-party information systems including state registers (https://mconnect.gov.md)
- MCabinet – for service application requests status monitoring and electronic documents downloading (https://mcabinet.gov.md)
- Public Services Portal – for publishing information related to public service (https://servicii.gov.md/ro)

The project started in October 2021. Currently, using the FOD framework, over 40 most requested services have been digitalized.

On the WSIS Forum 2023, the FOD platform was awarded the WSIS Digital Service Design Special Prize.

As of December 2022, the new Law on public services entered into force. The Law prescribes expressly that all public services must be provided online first and online by default. FOD is a platform aiming to catalyze the digitalization of public services in a simple, standardized manner, ensuring the beneficiaries a seamless experience. At the same time, the available shared governmental services, E-Gov building blocks, and FOD platform, developed by Moldova E-Governance Agency, make the effort of public service providers less demanding and shortens the period of service digitalization.

Nevertheless, the process requires the involvement of a dedicated team of software developers, an effort that now Moldova E-Governance Agency is outsourcing, on a contractual basis, to the private sector, due to a lack of human resources within public entities. To assist the service providers in implementing the provisions of the Law on public services and achieving the target of having all public services available online, further scale-up of the FOD platform and E-Gov building blocks are needed to respond better to the requirements and particularities of other public services but also to ensure their digitalization.

Therefore, we want to leverage the cooperation potential of the ITU community to attract additional funding to ensure the required capacity for the digitalization of public services in Moldova and thus, to enable their accessibility.

COUNTRIES in FOCUS: [Name countries to be impacted by this action]

Republic of Moldova

YEARS of IMPLEMENTATION: [Tick the relevant boxes or delete the irrelevant items]

☒ 2023

☒ 2024

☒ 2025

RELEVANT ITU REGIONAL INITIATIVE: [Tick the relevant boxes or delete the irrelevant items]

☐ EUR1: Digital infrastructure development

☒ EUR2: Digital transformation for resilience

☐ EUR3: Digital inclusion and skills development

☐ EUR4: Trust and confidence in the use of telecommunications/ICTs

☐ EUR5: Digital innovation ecosystems

Please find more information on the ITU Regional Initiatives 2023-2025, as defined by WTDC-22, here.

RELATED ITU-D PRIORITIES AS DEFINED BY THE ITU WORLD TELECOMMUNICATION DEVELOPMENT CONFERENCE 2022

☐ Affordable connectivity

☒ Digital transformation

☐ Enabling policy and regulatory environment

☐ Resource mobilization and international cooperation

☒ Inclusive and secure telecommunications/ICTs for sustainable development

Please find more information on the ITU-D Priorities, as defined by WTDC-22, here.

RELATED ITU PRIORITIES AS DEFINED BY ITU PLENIPOTENTIARY CONFERENCE 2022

☐ Spectrum use for space and terrestrial services

☐ International telecommunication numbering resources

☒ Inclusive and secure telecommunication/ICT infrastructure and services

☒ Digital applications

☒ Enabling environment

Please find more information on the ITU Priorities, as defined by PP-22, here

RELATED WSIS ACTION LINE: [Tick the relevant boxes or delete the irrelevant items]

☒ C1: The role of governments and all stakeholders in the promotion of ICTs for development

☒ C2: Information and communication infrastructure

☐ C3: Access to information and knowledge

☐ C4: Capacity building

☐ C5: Building confidence and security in the use of ICTs

☒ C6: Enabling environment

☒ C7: ICT applications

☐ C8: Cultural diversity and identity, linguistic diversity and local content

☐ C9: Media

☐ C10: Ethical dimensions the Information Society

☐ C11: International and regional cooperation

RELATED SDG: [Tick the relevant boxes or delete the irrelevant items]

☐ SDG 1: No Poverty   ☒ SDG 10: Reduced Inequalities

☐ SDG 2: Zero Hunger   ☐ SDG 10: Reduced Inequalities

☐ SDG 3: Good Health and Well- being   ☐ SDG 11: Sustainable Cities and Communities

☐ SDG 4: Quality Education   ☐ SDG 12: Responsible Consumption and Production

☐ SDG 5: Gender Equality

☐ SDG 6: Clean Water and Sanitation   ☐ SDG 13: Climate Action

☐ SDG 7: Affordable and Clean Energy   ☐ SDG 14: Life Below Water

☐ SDG 15: Life on Land

☐ SDG 8: Decent Work and Economic Growth

☒ SDG 16: Peace, Justice and Strong Institutions

☒ SDG 9: Industry, Innovation and Infrastructure

☐ SDG 17: Partnerships for the SDGs