

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

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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.

When designing the FOD platform and the E-Gov shared services mentioned above we aimed for a citizen-centric service design, more user-friendly interfaces, excluding documents and replacing them with data, fostering cooperation between service providers to ensure a seamless experience for service beneficiaries.

All this can be achieved only through systemic cooperation, negotiation with public stakeholders, service providers, and the engagement of the private sector and academia in the service design and development, but also through collecting citizen feedback for continuously improving the digitized services.

The developed ecosystem and model for a whole-of-government approach provide a simple and integrated way for digital transformation, making available in a centralized manner such generic services as trusted identification based on the digital signature, authentication, and access control, integrated signing service, digital payments (collection and distribution), data exchange, logging, notifications, delivery, etc.

Having all these functionalities available, the digitalization of public services or development of new information systems is faster, easier, and more standardized, as the public entity is required to invest or concentrate its effort only on the main business problem/process that shall be addressed by the system, because all the rest (generic functionalities like log-in, paying, signing, getting some data, user management, notifying the user) is already available, through simple integration and available APIs.

The FOD platform and E-Gov building blocks are highly reusable and can be replicated in different national contexts, as they use open standards and a common technology stack. Sharing of the solutions themselves is subject to a common agreement between the parties and can be discussed in detail upon interest. Moldova already has such experience in sharing the E-Gov ecosystem solutions with Romania which is considering them for boosting its digital transformation process.

Therefore, we want to express our willingness to cooperate with countries worldwide that have an interest in developing a similar E-Gov ecosystem with a focus on the digitalization of public services and a whole-of-government approach.

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

Worldwide

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



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| <input type="checkbox"/> SDG 3: Good Health and Well- being | <input type="checkbox"/> SDG 11: Sustainable Cities and Communities |
| <input type="checkbox"/> SDG 4: Quality Education | <input type="checkbox"/> SDG 12: Responsible Consumption and Production |
| <input type="checkbox"/> SDG 5: Gender Equality | <input type="checkbox"/> SDG 13: Climate Action |
| <input type="checkbox"/> SDG 6: Clean Water and Sanitation | <input type="checkbox"/> SDG 14: Life Below Water |
| <input type="checkbox"/> SDG 7: Affordable and Clean Energy | <input type="checkbox"/> SDG 15: Life on Land |
| <input type="checkbox"/> SDG 8: Decent Work and Economic Growth | <input checked="" type="checkbox"/> SDG 16: Peace, Justice and Strong Institutions |
| <input checked="" type="checkbox"/> SDG 9: Industry, Innovation and Infrastructure | <input type="checkbox"/> SDG 17: Partnerships for the SDGs |

