Moldova Governance e-Transformation Agenda

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Government of Moldova
Governance e-Transformation Priorities

OUTLINE:

• Governance Technological Modernization

• Public Services Reform

• Governance e-Transformation Infrastructure

• Big Data Strategy and Infrastructure
48% of total respondents consider e-Government as being beneficial and advantageous for the citizens of Moldova.

56% of respondents aged between 16-35 years old support e-Government the most!
National Survey 2012 „Citizens’ perception and support for Digital Government/Governance e-Transformation”

**ADVANTAGES OF THE E-GOVERNMENT FROM THE CITIZENS PERSPECTIVE**

15% of respondents value TIME; 9% - Access to Information; 8% - SPEED; 7% - CONFORT.

<table>
<thead>
<tr>
<th>Advantage</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Economie de timp</td>
<td>15%</td>
</tr>
<tr>
<td>Acces liber la informație</td>
<td>9%</td>
</tr>
<tr>
<td>Acces rapid, rapiditate</td>
<td>8%</td>
</tr>
<tr>
<td>Comod, simplu, calitativ</td>
<td>7%</td>
</tr>
<tr>
<td>Acces de la distantă</td>
<td>4%</td>
</tr>
<tr>
<td>Evitarea rindurilor, coziilor</td>
<td>4%</td>
</tr>
<tr>
<td>Corup. redusă, control mai strict a pers. de la cond.</td>
<td>3%</td>
</tr>
<tr>
<td>Dezvolarea statului, modernizare</td>
<td>3%</td>
</tr>
<tr>
<td>Economie de bani</td>
<td>3%</td>
</tr>
<tr>
<td>Alta</td>
<td>5%</td>
</tr>
<tr>
<td>Nu cred că E-Guvernarea are av./benef.</td>
<td>5%</td>
</tr>
<tr>
<td>Nu cunosc</td>
<td>56%</td>
</tr>
</tbody>
</table>
Strategic Program for Governance Technological Modernization

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

GOVERNMENT OF THE REPUBLIC OF MOLDOVA

STRATEGIC PROGRAM FOR GOVERNANCE TECHNOLOGICAL MODERNIZATION (E-TRANSFORMATION)

Approved through Government Decision Nr. 710 on 20th September, 2011.
• Complex Reform of 567 public services (CPA)
• Quality Standards, evaluation indicators and citizens report cards
• Methodology for public services’ tariffs
• Registry of public services, AND
• E-Government to cut bureaucracy, administrative costs, inefficiency and low level of productivity
24 X 7...

24/365
1... www.servicii.gov.md

As of November 21, 2012:
- 46,109 visits to the Portal
- 31,012 unique visitors

236 public services
55 e-services
<table>
<thead>
<tr>
<th>Sectorial e-Services</th>
<th>Shared e-Services</th>
<th>Back-office projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Licensing</td>
<td>G2C/G2B Portal</td>
<td>Registry of Personal Data Holders</td>
</tr>
<tr>
<td>E-Construction Norms and Standards</td>
<td>Document Management System</td>
<td>Civil Status Archive Digitization</td>
</tr>
<tr>
<td>E-Health Insurance</td>
<td>Government Reporting on Action Plan</td>
<td>Criminal Record Archive Digitization</td>
</tr>
<tr>
<td>E-Criminal Record</td>
<td>E-Appointment</td>
<td>Registry Management Platform</td>
</tr>
<tr>
<td>E-Visa</td>
<td>E-Certificates</td>
<td>State Registry of Inspections</td>
</tr>
<tr>
<td>Electronic Fiscal Invoices</td>
<td>E-Reporting</td>
<td>State Registry of Agricultural Producers</td>
</tr>
<tr>
<td>Integrated Hospital Management System</td>
<td></td>
<td>Registry of Soils</td>
</tr>
<tr>
<td>Integrated Primary Healthcare System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-Admission</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
D I S P O Z I T I E  Nr. 80-d
din 14 septembrie 2012
Chișinău

În temeiul art. 30 din Legea nr. 64-XII din 31 mai 1990 cu privire la Guvern, pentru asigurarea realizării Programului strategic de modernizare tehnologică a guvernanții (e-Transformare), aprobat prin Hotărârea Guvernului nr.710 din 20 septembrie 2011, Planului de acțiuni pe anul 2012 pentru implementarea Programului strategic de modernizare tehnologică a guvernanții (e-Transformare), aprobat prin Hotărârea Guvernului nr.64 din 26 ianuarie 2012, precum și pentru eficientizarea utilizării serviciului de identificare electronică mobilă ca parte componentă a infrastructurii de semnătură digitală:

1. Serviciul de identificare electronică mobilă, ca parte componentă a sistemului de semnătură digitală, este lansat și promovat de Cântecul de Stat, cu suportul Centrului de Găvare Electronică (E-Government), I.S. “Centrul de Telecomunicații Speciale” și a partenerilor din domeniul privat.

2. Ministerului și alte autorități administrative centrale, inclusiv structurile subordonate acestora, vor:
   a) întreprinde măsuri pentru promovarea serviciului de identificare electronică mobilă în domeniul public;
   b) asigura ca la elaborarea serviciilor publice și integrarea lor în portalul guvernamental al serviciilor publice să utilizeze serviciul de identificare electronică mobilă.


PRIM-MINISTRU

[Vladimir FILAT]

Semnătura validă
[Signature valid]
Data: 20.11.14 12:00:07 -03:00
Resident: Mobile ID
Locație: Guvernul Republicii Moldova
M-Cloud: Shared Government Technological Platform
November 2012

- Electronic public services provided by ministries and Agencies will be hosted and operated from M-Cloud
- M-Cloud is a government private cloud (G-Cloud), delivering all common services at IaaS, PaaS and SaaS levels
- First choice for public e-services and back-office information systems hosting and delivery platform

/Government Ordinance 21-d from 26 March 2012/.
Government...TODAY
Government of Moldova goes Paperless on January 1, 2014
Big Data Challenges

• How do we capture, store, distribute, manage and exploit/analyze all this new data?
• How do we secure and govern it?
• How do we improve cross-organizational information sharing across the government?
• How do we build trust in the data collected by the government?
• What advanced visualization techniques, tools, and formats are available for presenting information to enable quick analysis and to create new insights?
• How do we bridge the gap in talent and human capital to take advantage?
Moldova Big Data strategic priorities

- Develop big data infrastructure and management capability in the government;
- Develop government big data roadmap and localize it in each government ministry and agency;
- Develop analytical capacity in the government;
- Speed up the uptake of big data in government (central and local).
Big Data: Store

• Data Store Strategy considering:
  – Frequency of use;
  – Time to preserve;
  – Data format;
  – Distribution SLAs – availability requirements;
  – Sensitivity of data;

• Develop data store infrastructure as part of the M-Cloud
  – Public data stored in public cloud, private data stored in M-Cloud;
  – Enterprise archiving platform.
Big Data: Distribute

• Access to (big) data
  – Open data initiative
  – Access policies for protecting internal and special data;
  – Protecting personal data and privacy
• Data re-use policy
• Semantic interoperability
Reuse of Government Public Data for Informed Decision Making Qualitative Public Services

Launched on: April 15, 2011

Number of datasets: 444

Publishing institutions: 30

Number of unique visitors: ~3000/month

Number of downloads: ~5000/month
Applications that use open data

**BOOST** - Open Public Expenditure Database

Launched on: **December 14, 2011**
Based on Ministry’s of Finance public expenditure data
Valuable tool for analyzing public financial data

[www.moldova.wb-boost.org](http://www.moldova.wb-boost.org)

- Real estate registrations by regions
- Public expenditure on schools
- Government forms all in one click

**Alerts. Open data + crowdsourcing**
“The only limits are, as always, those of VISION.”

James Broughton

THANK YOU!

www.egov.md