Government e-Transformation
Vision and Achievements

E-Government Center / Government CIO
Government of the Republic of Moldova

May 13th, 2013
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
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
• Complex Reform of 587 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
Guide to Mobile Government

Goals:
- Improve delivery of government information, products and services;
- Increase government workforce productivity;
- Engage citizens in government;
- Reduce the costs of government operations.

Principles
- Web to Mobile – Content portability;
- Mobile by default Policy;
- Integrate Mobility Strategy with Cloud Strategy. Workplace virtualization;
- Use of mobile technology in data collection;
- BYOD (Bring Your Own Device) Policy;
- Mobile Services By Default;
- Publish APIs;
- Release open data;
- Engage citizens;
- Collaborate with private sector and developers.
e-Transformation Objective for public services

By 2020 all public services will be digitized and accessible for citizens and businesses from Public Services Portal.

As of March 16, 2013:
- 93,744 visits to the Portal
- 62,376 unique visitors

Platform can host local public services

Online catalog of public services

317 public services
- 73 e-services

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GUVERNUL REPUBLICII MOLDOVA

DISPOZIȚIE 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 guvernației (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 guvernației (e-Transformare), aprobat prin Hotărârea Guvernului nr. 44 din 26 ianuarie 2012, precum și pentru eficientizarea utilizării serviciului de identificare electronică mobilă ca parte componentă a infrastructurii de semnătură digitală:


2. Ministerele și alte autorități administrative centrale, incluzând 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 integreaza lor în portaliul guvernamental ai serviciilor publice să utilizare serviciul de identificare electronică mobilă.

3. Controlul asupra respectării prezentei dispoziții se pune în sarcină Cancelariei de Stat.

PRIM-MINISTRU

Vladimir FILAT

Semnătura validă
Telefon: 22 24 14 11 00 17 11 00
Fax: 22 24 14 11 00 17 11 00
Locație: Guvernul Republicii Moldova

Semnătura validă
Telefon: 22 24 14 11 00 17 11 00
Fax: 22 24 14 11 00 17 11 00
Locație: Guvernul Republicii Moldova

Semnătura validă
Telefon: 22 24 14 11 00 17 11 00
Fax: 22 24 14 11 00 17 11 00
Locație: Guvernul Republicii Moldova
Mobile Signature Advantages

- Better outreach – better geographical coverage;
- Simple to use – does not require any installations or configuration whatsoever;
- Better portability – works on practically any platform;
- Affordable prices – the lowest subscription for citizens starts at less than 1 US dollar;

Mobile penetration in Moldova is close to 120%, and there are more than 4 million subscribers to mobile services.
Using Mobile Signature in Public Sector

• Mobile Signature can be used in several public services. Among them are:
  – G2C/G2B Portal;
  – e-Tax Declaration for State Tax Service;
  – e-Reporting for National House of Social Insurance;
  – e-Reporting for National Company for Medical Insurance;
  – e-Licensing;

• New major services planned for 2013:
  – e-Payments;
  – e-Fiscal Invoices;
  – e-Cadastre;
  – Enterprise Content Management Platform Apps.
This award is for the government who has embraced mobile technologies as an opportunity to leverage the potential of mobile to improve government initiatives.


About the GSMA
The GSMA represents the interests of mobile operators worldwide. Spanning more than 220 countries, the GSMA unites nearly 800 of the world’s mobile operators with more than 230 companies in the broader mobile ecosystem, including handset makers, software companies, equipment providers and Internet companies, as well as organisations in industry sectors such as financial services, healthcare, media, transport and utilities. The GSMA also produces industry-leading events such as the Mobile World Congress and Mobile Asia Expo.
Bine ați venit
în serviciul național de autentificare

Portalul Serviciilor Publice susține autentificarea cu certificate digitale. Dacă doriți să asamblați cu un certificat digital, atunci trebuie să obțineți de la IS „Centrul de Telecomunicații Speciale” și să vă conectați la portal folosind adresa https://mpass.gov.md

Afliți mai multe despre autentificarea cu certificate digitale

Semnatura Mobilă
Semnatura digitală
Numele de utilizator și parola

Ați uitat parola?
MSign – Digital Signature Service

Dvs. ati solicitat sa semnati Cererea de eliberare a duplicatului certificatului de nastere.

Pentru a semna folositi unul din urmatoarele mijloace

- Semnatura Mobila
  - EX: 079400000
  - Expediere

- Semnatura Digitala

Powered by MSign
Government e-Payment Gateway - MPay

• The Government e-Payment Gateway – MPay makes it possible to pay for any public service using all available payment methods, including:
  – Visa și MasterCard;
  – internet banking systems;
  – mobile banking solutions;
  – Cash-in machines;
  – Cash;
  – etc.

  • 1 mln bank cards issued so far;
  • Volume of cards transactions amount cca. 16.5 bln MDL;
  • Less than 5% of cashless transactions.

  • National Bank of Moldova
Stimate utilizator

Dvs. ați solicitat să achitați nota de plată pentru **eliberarea cazierului judiciar** conform cererii **1304TUIU000215** în sumă totală de 30,00 lei.

Numărul notei de plată: **EC0013538648**

Selectați modalitatea de plată:

- **CARD BANCAR**: Achitare cu orice card de tip Visa sau MasterCard
- **INTERNET BANKING**: Achitare prin intermediul sistemelor de Internet Banking ale bancilor.
- **MOBILE PAYMENTS**: Achitare prin intermediul sistemelor de plăți mobile
- **TERMINALE DE PLATA**: Achitare prin intermediu Terminalelor de plata din orice colț al țării
- **NUMERAR**: Achitare în numerar la terminalele de plata sau la ghiseele bancilor.
M-Cloud: Shared Government Technological Platform
November 2012

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

"Best Cloud project in Central & Eastern Europe"
Awarded by Hitachi
M-Cloud Service Levels

- Software as a Service (SaaS)
- Platform as a Service (PaaS)
- Infrastructure as a Service (IaaS)
Interoperability Program - Government
Decision Nr. 656 (5.09.2012)
The Enterprise Content Management Platform (ECMP)

**ECMP** is a platform for easy (no-code) creating of Information Systems (IS) mainly for:
- Authorizations;
- E-Registers;
- E-Appointments.

The main difference of this platform from other classical development tools is that the development process is substituted with the domain modeling and configuration of pre-built platform’s components.
Open Government Action Plan 2012-2013

3 Grand Challenges

- Increasing Public Integrity
- Better Managing Public Resources
- Improving Public Services

Award for contributing to OGP
Awarded by Transparency International Ukraine
Reuse of Government Public Data
For Informed Decision Making and Qualitative Public Services

Launched on: April 15, 2011

Number of datasets: 608

Publishing institutions: 38

Number of unique visitors: ~3,500/month

Number of downloads: ~5,500/month

Developing Open Government Data Catalogue
On March 15th, the Government of Moldova was awarded by Open Government Partnership in Eastern Partnership Countries and Russia, Transparency International Ukraine and British Embassy in Kyiv in recognition of the Government of Moldova contribution to the implementation of the Open Government Partnership.
What’s next…

• It is crucial to keep this momentum in development of sectorial services;
• Good coordination and reuse is crucial!
• Development of sustainable e-governance models;
• Development of Intelligent IT Investment Framework;
• Improving National IT Security Framework;
Main Partners in e-Transformation

GUVERNUL
REPUBLICII MOLDOVA

United States Agency for International Development
USAID
FROM THE AMERICAN PEOPLE

Flags of partner countries:
MPass Architecture (Access Control Service)
MSign Architecture
Government Electronic Payment Platform - May 2013

PORTALUL serviciilor publice electronice
http://servicii.gov.md

Cetățean, Agent economic

CGE

Serviciu Guvernamental de Plăți Electronice

 Operator A

Visa
MasterCard
Internet banking
Mobile banking
Cash

Ministerul Finanțelor RM
Trezoreria

Bugetul de Stat
Prestatori servicii publice

Sistem Automatizat de Plăți Interbancare (SAPI)

Banca ABC

1 2 3 4 5 6 7 8 9a 9b 9c