



Moldova Governance e-Transformation



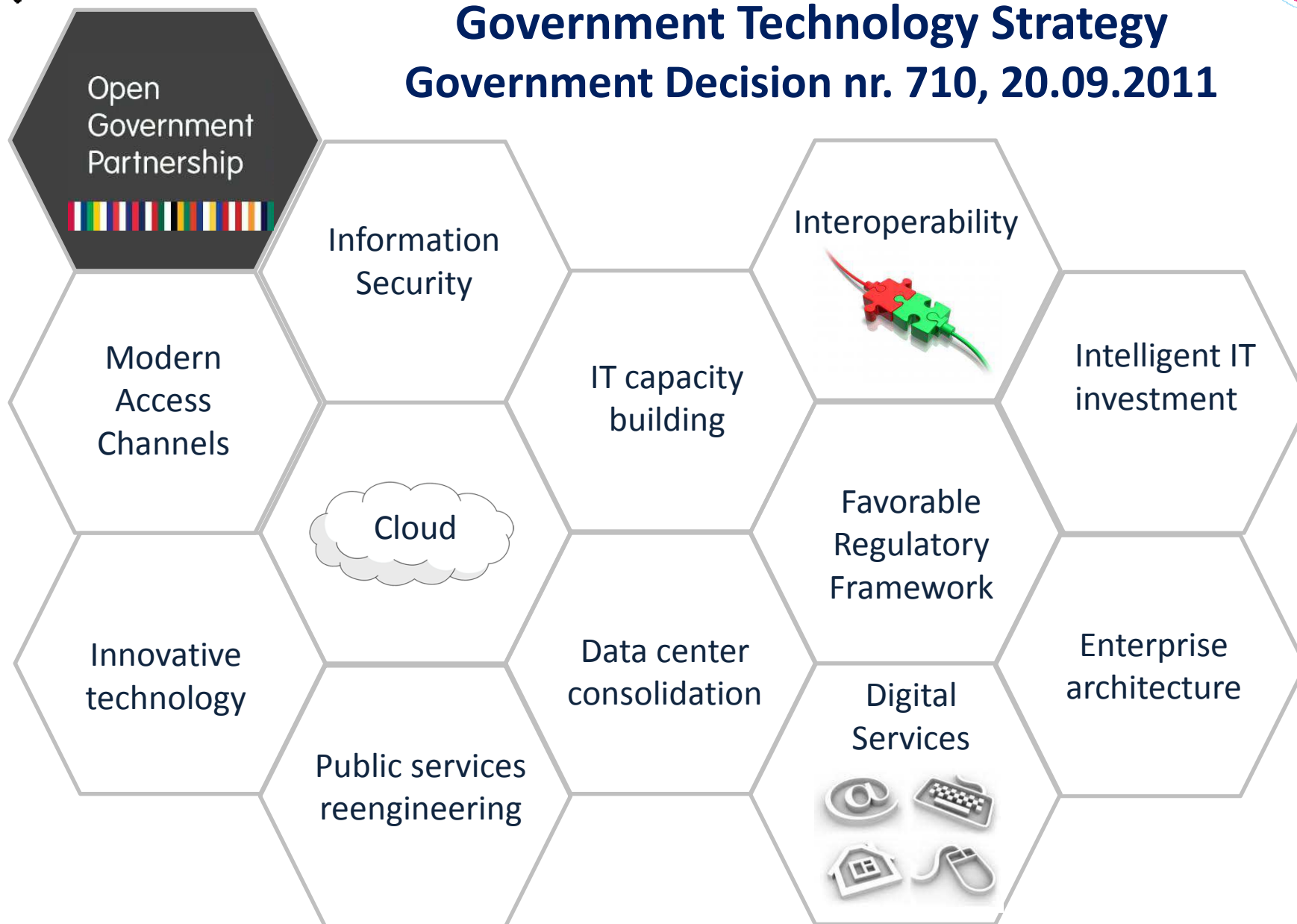
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MANDATE:



Government Technology Strategy Government Decision nr. 710, 20.09.2011





Governments transform themselves in SMART ways!

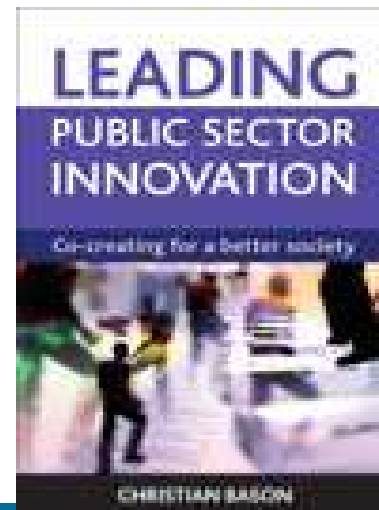


gov2.0

government
transparency
opendata



BIG DATA



REIMAGINING GOVERNANCE IN PRACTICE

BENCHMARKING BRITISH COLUMBIA'S
CITIZEN ENGAGEMENT EFFORTS

May, 2013



GOVLAB

NYU | WAGNER

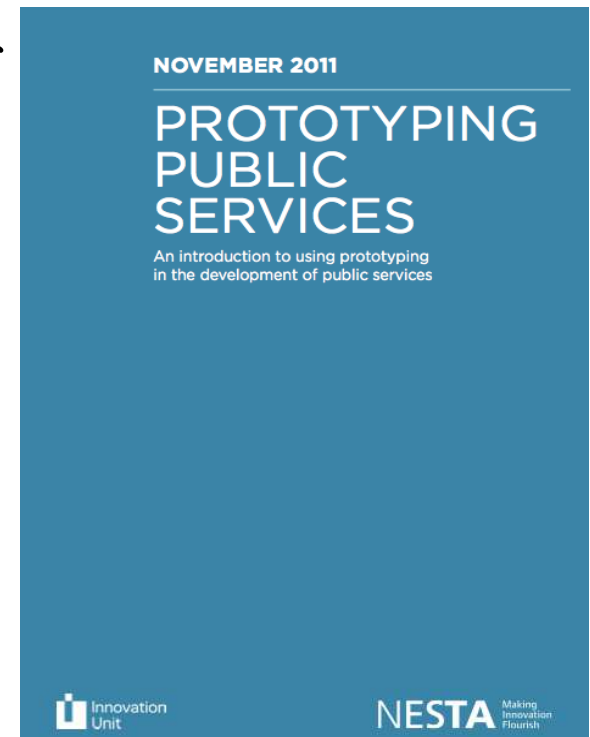


Government as Driver of Public Sector Innovation



Public Sector Innovation targets:

- Public Services:
a new service/an improvement in the quality of an existing service.
- Public Service Delivery: new ways of delivering high quality services.
- Administrative and organization dimensions:
changes in the organizational structures and routines to deliver better, cost effective services



Source: OECD (2012) "Public-sector innovation"



- 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



Government 2.0. – Enabler & Driver of Innovation





- *entrepreneurship*
- *better public services*
- *growth and accountability*





Open Government : an Idea whose time has come!



date.gov.md

Portalul datelor deschise

Open
Government
Partnership



The screenshot shows the date.gov.md website. At the top, there's a navigation bar with links: HOME, DATA, APPS, PERFORMANCE, NEWS, GET INVOLVED. Below this is a large banner for the 'Biroul Național de Statistică al Republicii Moldova'. To the right, there's a search bar and a list of 'RECOMANDAREA ZILEI' and 'SETURI DE DATE NOI'. Below the banner, there's a section titled 'Do you want an open and transparent government?' with a welcome message and a list of datasets. At the bottom, there are three columns: 'TOP MINISTERE', 'TOP SĂPTĂMINĂ', and 'TOP POPULARITARE', each with a list of datasets and their counts. The website also features logos for 'PROIECTUL BOOST' and 'Apps for Development'.

The poster for the 'Data Journalism Bootcamp' is titled 'Data Journalism Bootcamp, November 22-23rd 2013, Chisinau, Moldova'. It features logos for 'OPEN GOVERNMENT', 'TRANSPARENCY', 'OPEN DATA', 'INNOVATION', 'MEDIA', 'UNDP', 'MEDIAPPOINT', 'MEDIA AZI', and 'EXPOSE CORRUPTION'. The poster also mentions 'Consiliul Național al Tineretului din Moldova' and 'Centrala Tehnică de Analiză de Date'.



BUDGET^{MD} STORIES



Moldova Governance e-Transformation

**Progress achieved
2012-2013**



www.servicii.gov.md – entry Portal to government services launched in May 10, 2012

388 services & 78 e-services available on G2C Portal

**By 2020 all public services online
accessible from Public Services Portal**



Principles for implementing Digital Government



- **Think Customer, Not Government Agency**
- **Reinvent Government, Don't Simply Automate It**
- Focus on Digital Transactions between Citizens and Government
- Make Government Applications Interoperable among themselves and with commercial ones
- Digital Government will save government money, which should be reflected in the “price” people pay for interacting with government
- Promote Access to Information on the Internet and Ensure Adequate Security and Privacy Measures in place
- All services that can be provided digitally should be, but they should not eclipse traditional means



e-Governance Infrastructures for Smart Transformation



e-Identity



**Digital
Signature/MSign**



Interoperability



**Infrastructure
Sectorial e-Services**



Electronic Payments



**Platform
e-Registries
e-Permits**



Notifications



Security
by Design



Shared by
Default

Mobile by
Default

**Digital by
Default
Framework**



Content
Portability

Cloud
First



APIs

Open
Data





Mobile Digital Signature



The Moldovan Government received
"Best mGovernment Award" at GSMA 2013





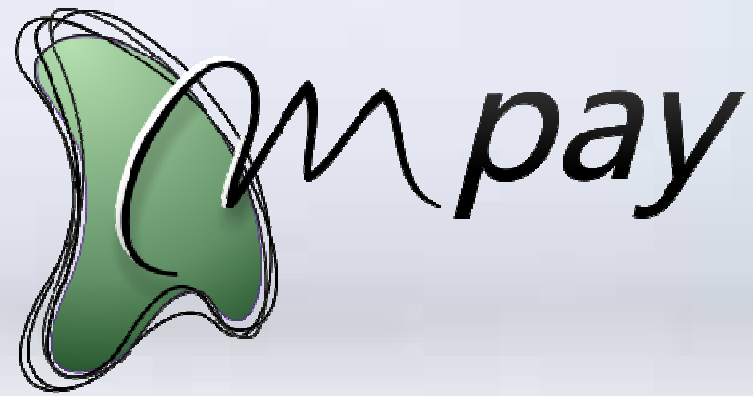
Authentication and Access Control Service



Launched in May, 2013



Government Electronic Payment Platform



No fees for citizens!
Fully operable from September, 2013



EU Cloud Strategy 2012



“public authorities to benefit from Cloud adoption for **efficiency savings**.”

- Cloud computing can help **drive the transition to 21st**

century public services that are *interoperable, scalable and in line with the needs of a mobile population and business* that want to benefit from the **European digital single market**”.





Cloud First Policy 2012

**MCloud
Government
Regulation
January 2014**

Software as Service

Platform as Service

Infrastructure as Service

MCloud Platform fully operable from February 14, 2013

EU Interoperability Platform for Pan European e-Government Services



- Cross-Border access to government data:

Access to Base Registries



- STORK: Secure Identity across Borders

eID easier access to public services across EU;



- Electronic Procurement for EU/PEPPOL



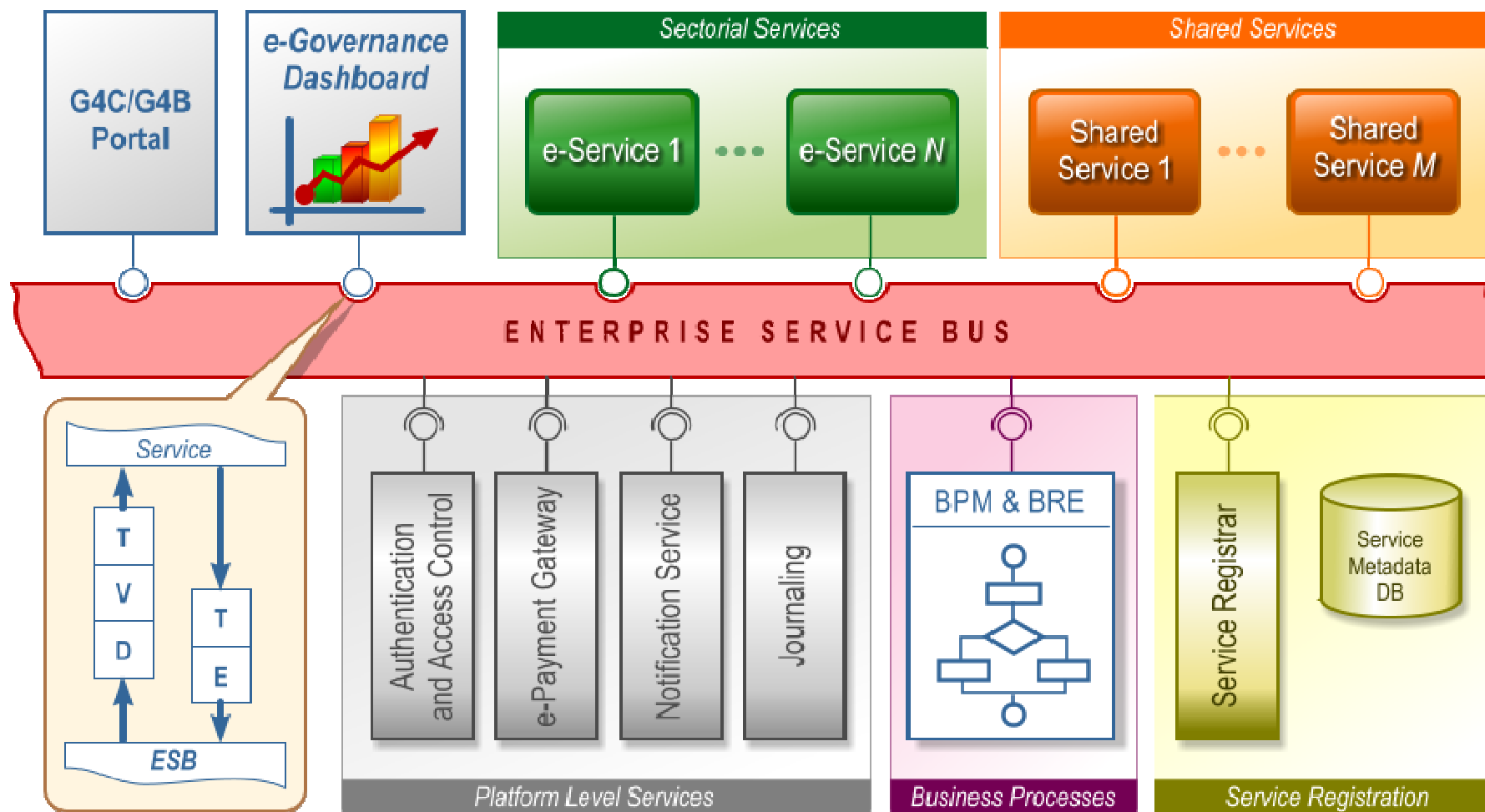
- Secure document workflow between
EU and national institutions





Government Interoperability Platform in Piloting

Government Decision Nr. 656 (5.09.2012)

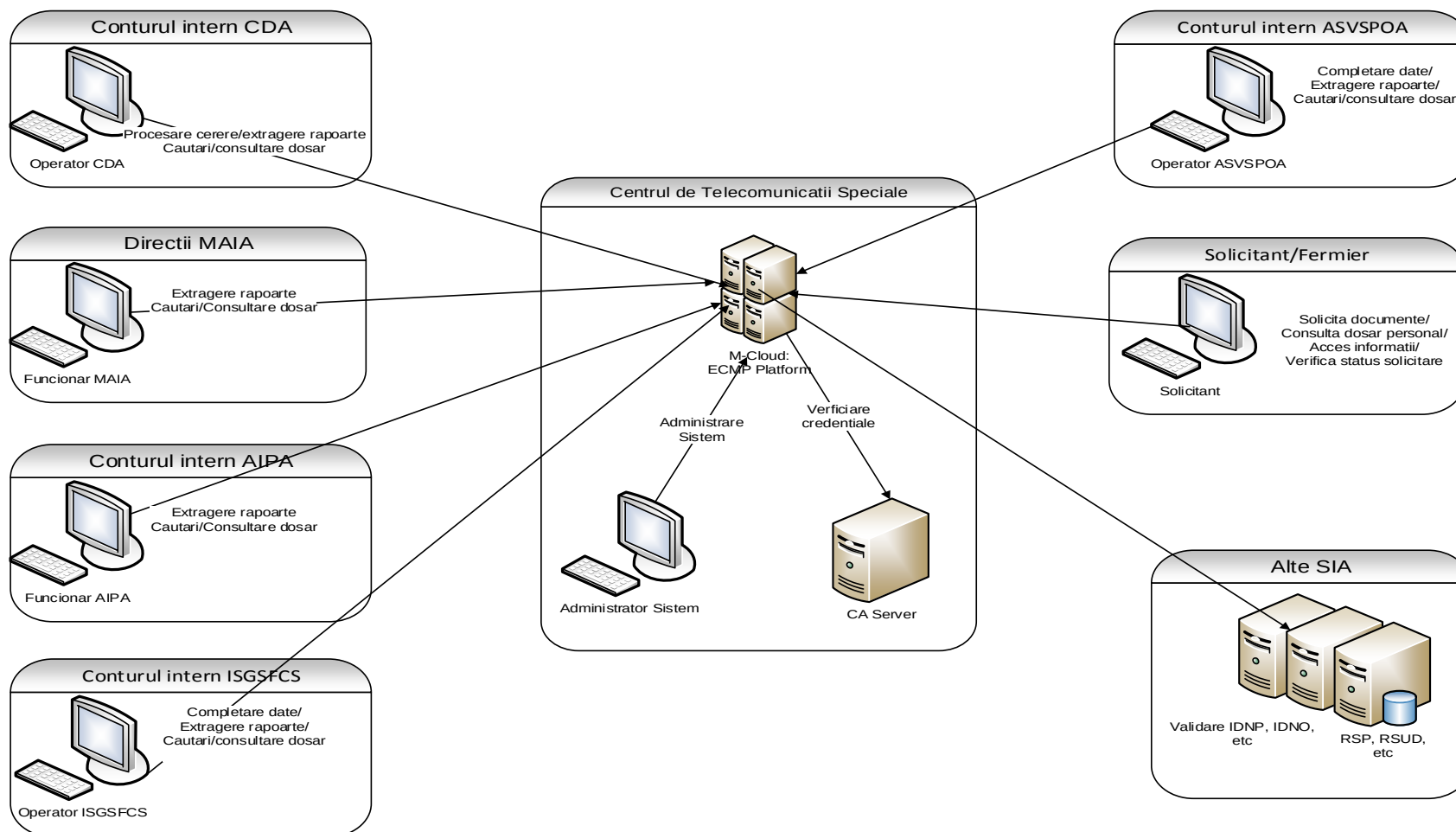




Government Enterprise Content Management Platform (ECMP)



Government Platform of e-Registries and e-Permits: Digital Agriculture Registry; Registry of Controls; e-Permits for Water Use.





Power of Partnerships



PPPs



Moldcell

QSystems

on-line solutions company

Countries



International Development Partners



USAID
FROM THE AMERICAN PEOPLE





Facebook – E-Government
Center Moldova

Twitter – @eGovCenterMD
@OpenGovMD

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