

2013 - 2015

e-Government Centre

Governance e-Transformation Project in Moldova

Achievements & Results in 2013-2015



- **Background**
- **e-services**
- **Government as a Platform**
 1. Legal and enabling framework
 2. Capacity building & events
- **Partnerships and sharing experience**
- **Uptake**
- **Acquisitions. Government e-Transformation Project Contacts**

Background

The Government of the Republic of Moldova has recognized the need to use ICT as a crosscutting enabler of sustainable growth, competitiveness and improved governance, and in this context, it has requested the World Bank's assistance to enable the e-transformation of Moldova.

The Governance e-Transformation (GeT) Project is designed to increase efficiency and quality of a selected range of public services to citizens and businesses and improve management of ICT in the public sector.

The project is aimed to the benefit of all users of the Government services in Moldova so as citizens and businesses could obtain government services in both in electronic and traditional way.

This will enable Government and citizens to save time and money, increase satisfaction, discourage corruption, and render cost-effectiveness of the governmental operations.



Services for Citizens and Business

e-Reporting to the National House of Medical Insurance - raportare.md

- allows business to submit online reports
- replaces manual procedures with digital ones in receiving and processing reporting forms.

Launched on: 18.02. 2013

Beneficiary: Business

Legal Framework: Government Decision Nr. 44 from 26.01.2012, regarding the approval of the Action Plan for 2012 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Uptake period
07.2013 - 12. 2015: 21.180 reports submitted online.

Funding source: Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD Contract
Contract details: Agreement No. 3/ICB C.2 from 19.01.2012 company awarded SC “DAAC System Integrator” SRL (Republic of Molova) final amount USD 99,082.88 (initial contract amount of - 74,863.00 USD plus three amendments totaling 24,219.88 USD).



Special Water Use Permits, Ministry of Environment - autorizatiimediu.gov.md

- allows citizens and business to apply and request special water use authorizations on-line (system based on ECMP). The new system aims to establish a unique electronic counter (one stop shop), exempting individuals and legal entities from the complicated and time-consuming procedures as well as from the need to appear before the competent institutions.

Launched on: 03.2014

Beneficiary: Citizens and Business

Legal Framework: Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Funding source: Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD Part of
Contract details: the Contract Agreement No. 14/ICB/2.2 from 25.03.13 company awarded Star Storage SRL (Romania).



e-Visa, Ministry of Foreign Affairs and European Integration - evisa.gov.md - allows foreign citizens to request and receive visas for Moldova on-line

Launched on 01.08.2014

Beneficiary: Foreign citizens

Legal Framework: Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnoological modernization (e-Transformation).

Uptake period
01.08 – 12.2015: 36.4% of applications have been submitted online

Funding source: Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD Contract
Contract details: Agreement No.12./ICB/2.1 from 25.03.13 company awarded Tangible Corporation SRL (Romania), final amount USD 154,239.99 (initial amount of - 120,208.32 USD plus two totaling 34,031.67 USD).



e-Factura (e-Fiscal Invoice), State Tax Office, Ministry of Finance - servicii.fisc.md

- on-line system to issue and transmit electronic invoices by business, government entities and citizens.

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| Launched on | 07.2014 |
| Beneficiary: | Government entities, business and citizens. |
| Legal framework: | Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation); and Government Decision Nr. 461 from 16.06.2014 regarding amendments to the Government Decision Nr. 294 from 17.03.1998 |
| Uptake period 07.2014-12.2015: | 4,382 economic entities, and 7,151 unique users; Nr. invoices finalized in the the eInvoice system - 1.28 mln; Nr. of invoices generated through/in the eInvoice system- 1.35 mln |
| Funding source: Contract details: | Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD Contract details: Contract Agreement No13/ICB/2.2 from 25.03.12 company awarded AlfaSoft SRL (Republic of Moldova), final amount USD 190,780.00 (initial amount of - 148,000.00 USD plus three amendments totaling USD 42,780.00). |



E-services for Citizens and Business

e
factura

e-Services Civil Registry Office, Ministry of Justice servicii.gov.md/essc

- allows citizens to apply and pay online for copies for 21 types of civil status acts.

Launched on: 8 e-services in 07.2013; 13 e-services in 11.2014

Beneficiary: Citizens

Legal Framework: Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Funding source: Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD

Contract details: In-house development by e-Government Center's consultants.

Uptake period 07.2013-31.2015: 7220 total number of certificates issued of which 437 requested online 4.8 mln of acts (incl. 800 thou additional acts included in the Contract scope)

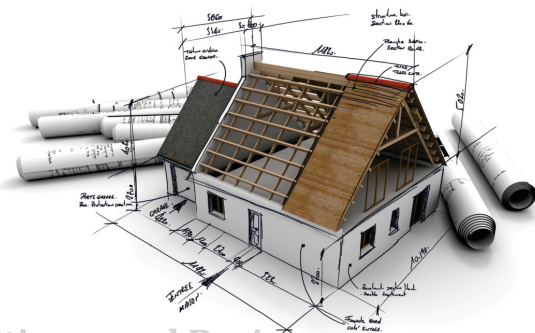


Current Status: Finalized. Fully disbursed. 4.8 mln of acts (incl. 800 thou additional acts included in the Contract scope) have been scanned and migrated to MCloud. The afferent information system has been developed and launched.



Active Access to the Real Estate Registry, Cadastre and Land Administration Agency servicii.gov.md - ensures and facilitates active access for judicial executors to the Real Estate Registry Database (administered by the State Enterprise “Cadastru”).

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| Launched on | 10.2014 |
| Legal Framework: | Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation). |
| Funding source: | Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD Contract Agreement No. 11/ICB/2.2 from 15.03.13 awarded to SC “DAAC System Integrator” SRL (Republic of Moldova) in the final amount USD 186,412.45 |
| Contract details: | (initial amount of USD 177,000.00 USD - plus three ammendments totaling 9,412.00 USD). |
| Uptake period 08.2015-12.2015 | 60,556 operations of inserting or annulling judicial executors’ or cadastral operators’ records and notes have been reported only for the firrst 5 months of system use |



Government as a Platform

Government Service for Authentication and Access Control MPass - mpass.gov.md e-Government Center, State Chancellery



– National authentication and authorization service that enables secure access to e-services and online interactions between citizens, business and government. MPass integrates all the legally available in the Republic of Moldova, instruments for digital authentication (mobile signature, digital certificate available on USB token, eID). Government entities should integrate their information systems and services with MPass to enable Single Sign On (SSO).

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| Launched on | 05.2012 |
| Legal Framework: | Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation). Government Decision Nr. 1090 from 31.12.2013 on government service for authentication and access control (MPass) |
| Uptake period 05.2012- 12.2015 | 24 e-services integrated and 6 information systems under integration with MPass |
| Funding source: Contract details: | Governance e-Transformation Project World Bank/IDA Credit Nr. 5000MD Contract Agreement No. 1/QCBS/2.2 from 15.09.11 company awarded Hewlett-Packard Consortium between S.C. Hewlett-Packard (Romania) S.R.L. and I.C.S. Hewlett-Packard (Republic of Moldova) S.R.L., having as sub-consultant AlfaSoft SRL(Republic of Moldova) amount USD 249 935,00. |



Government Common Technology Platform MCloud Phase 1 and Mcloud Phase II mcloud.gov.md e-Government Center, State Chancellery



– MCloud is government shared technological platform based on cloud computing technologies. MCloud platform provides different models of cloud services to government entities, such as IaaS, PaaS and SaaS.

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| Launched on | 14.02.2013 |
| Beneficiary: | public authorities |
| Legal framework: | Government Decision Nr. 44 from 26.01.2012, regarding the approval of the Action Plan for 2012 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation). |
| Uptake: | Government Decision Nr. 128 from 20.02.2014 on common government technological platform MCloud 33 government entities |
| Funding source: | Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD, Dutch Trust Fund |
| Contract details: | Contract Agreement No 11-C .2.1 from 04.07.12 contract awarded to Joint Venture between Star Storage (Romania) and Fors Computers (Moldova) final amount USD 2,210,664.93 (initial amount of - 1,906,185.00 USD plus three amendments totaling 304,479.93 USD) |



**Government service for digital signature MSign - msign.gov.md
e-Government Center, State Chancellery**



– National digital signature service MSign is a reusable service provided at the level of the Government common technological platform and provides an integrated, secure and flexible mechanisms for application and verification of the digital signature. Government entities should integrate their information systems and services with MSign to enable a unified, secure and simple way of applying electronic signature.

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| Launched on | 05.2013 |
| Legal framework: | Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation). Governmaent Decision Nr. 405 from 02.06.2014 on Governmental Electronic Service – Digital Signature (MSign) |
| Uptake period: 05.2013-12.2015 | 17 government IT systems integrated with MSign |
| Funding source: Contract details: | Governance e-Transformation Project World Bank/IDA Credit Nr.5000MD In-house development by e-Government Center's consultants |



Governmental Service for Electronic Payments MPay - mpay.gov.md Ministry of Finance, National Bank of Moldova, State Chancellery, banking sector and public authorities (public service providers)



– allows citizens and busines to pay for public services through available payment methods on the territory of the Republic of Moldova (internet banking, banking cards, cash-in terminals and cash) Beneficiary: Citizens and public authorities

Launched on 17.09.2013

Legal framework: Government Decision Nr. 44 from 26.01.2012, regarding the approval of the Action Plan for 2012 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).
Government Decision Nr. 329 from 28.05.2012 regarding the Government Service for Electronic Payments
Government Decision Nr. 280 from 24.04.2013 regarding some measures for implementing the Government Service for Electronic Payments (Mpay) 1, 675, 724 transactions – online payments through MPay for public services.

Uptake peariod 1, 675, 724 transactions – online payments through MPay for public services
09.2013- 12.2015 23 groups of services (more than 50 services) integrated with MPay (11 in process) 14 payment providers integrated (1 in process)
13 public authorities / public service providers integrated (6 in process)

Funding source: State budget Government of Moldova through e-Government Center and State Enterprise Center for Special Telecommunications has procured MPay Platform as a service, paying 0.96 MDL per transaction, in accordance with Government Decision Nr. 280 from 24.04.2013



Services connected with MPay

| | | | |
|---|---|---|---|
|  Abonament PP Monitorul fiscal FISC.md |  Amenzi Poliție |  Autorizație de transport auto |  Cazier Judiciar |
|  Formulare Tipizate |  Impozit pe Bunuri Imobiliare |  Impozit pe Venit |  Î.S. Camera Înregistrării de Stat |
|  Licență de Activitate |  Mijloace de identificare a animalelor domestice |  Semnătură electronică |  Servicii AGEPI |
|  Servicii de Stare Civilă |  Servicii Î.S. CADASTRU |  Servicii Î.S. CRIS REGISTRU |  Serviciul de Apostilare |
|  Taxă e-Visa |  Taxă pentru Grădinițe | | |



The Enterprise Content Management Platform (ECMP) e-Government Center, State Chancellery

- serves as a common platform for re-use by government entities, for easy (no-code) development of new e-registers and e-permits services. ECMP is integrated with all governmental platform services such as MConnect, MPass, MSign, MPay, MNotify and MLog. ECMP aims to serve as a platform for easy (no-code) creating of new typical applications and Information Systems (IS) mainly for registers, appointments and authorizations.

Launched on: 12.2013

Legal framework: Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation).

Government Decision Nr. 717 from 29.08.2014 on Enterprise Content Management platform.

Contract details: Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD Contract Agreement No. 14/ICB/2.2 from 25.03.13 company awarded Star Storage SRL (Romania)

Funding source: final amount USD 672,088.00,(initial amount of - 650,000.00 USD plus four ammendments totaling 22,088.00 USD).

The first 4 information systems developed based on ECMP:

1. Common Water Use Authorization System
2. State Register of Inspection
3. Register of Producers and Processors of Animal and Vegetal Products (DigitalAgriculture Register)
4. e -ANTA (Transport Authorizations Information System - soliciting, issuing, redistributing and analyzing the unitary authorizations for international automobile transportation of goods and passengers)



Open Data Portal – date.gov.md version 3.0., State Chancellery, e-Government Center

- A platform aims at facilitating citizens' access to data of central public administration authorities. The platform represents a single point of access for open data through which the Government of Moldova provides citizens and businesses with access to public data sets. The portal was designed for all the stakeholders that are interested in consulting and re-using open governmental data, whether they are citizens, CSOs, private sector or public officials.

Launched on 02.2014
Beneficiary: Government entities, business and citizens.

- Legal Framework:**
1. Government Resolution No. 700 from 25.08.2014, Policy concept on the principles of the open government data.
 2. Government Resolution No. 701 from 25.08.2014, on the approval of the publication methodology of open government data
 3. Government Resolution No. 886 from 08.11.2013, on the approval of the Methodological Norms for applying the Law no. 305 from 26 December 2012 on the reuse of public sector information
 4. Law No. 171-XIII from 6th of July, 1994 on the trade secret
 5. Law No. 982-XIV from 11th of May, 2000 on Access to Information
 6. Law No. 245-XVI from 27th of November, 2008 on State Secrets



Open Data Portal – **date.gov.md** version 3.0., State Chancellery, e-Government Center

7. Law No. 133 from 8th of July, 2011 on the protection of personal data
8. Law No. 305 from 26th of December, 2012 on the re-use of PSI
9. Government Resolution no. 1123 from 14th of December, 2010 on the approval of the Requirements for personal data security at their processing within information systems of personal data
10. Government Resolution no. 710 from 20th of September, 2011 on the approval of the Strategic Program for Governance Technological Modernization (e- Transformation)

Uptake period **02.2014-12.2015:**

The portal was visited by 238,573 users and recorded unique visitors 172,682.

The number of content downloads from the portal reached **1,115,141**.

A number of 48 public administration institutions are connected to the portal. Number of datasets- 879;

The most active agencies: the Ministry of Health, Ministry of Interiors, National Statistics Bureau, Ministry of Economy, Ministry of Education, and State Tax Service;

22 applications based on Open Data (<http://date.gov.md/ro/aplicatii>).

Founding source: **Contract details:**

Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD
IT Developer contract Nr.58/IC/1.2.2 from 15.05.13



Government e-Platform



State Registry of Inspections, State Chancellery - controale.gov.md

– a common platform allowing authorized inspection authorities to automatize the process of planning the inspections and registering planned and unplanned inspections as well as publish them on the public portal controale.gov.md. (system based on ECMP).

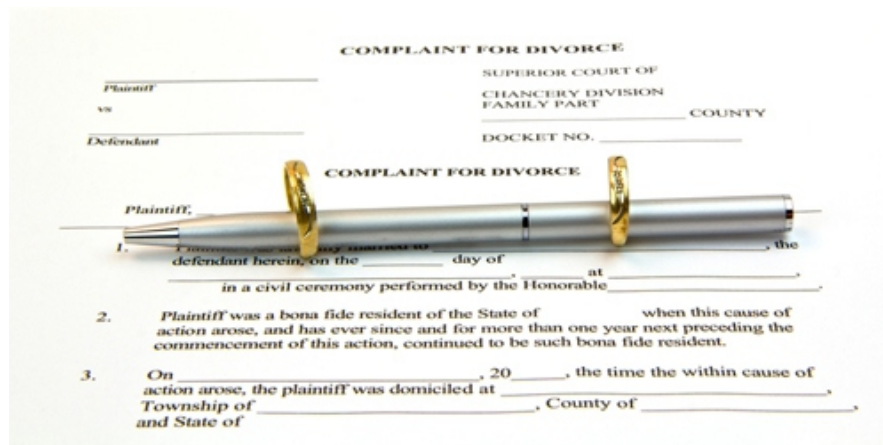
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|--------------------------|---|
| Launched on | 07.2014 |
| Beneficiary: | Government entities, business and citizens. |
| Legal framework: | Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation). |
| Uptake: | 23 out of 28 public institutions with inspection mandate |
| Funding source: | Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD Part of |
| Contract details: | the Contract Agreement No. 14/ICB/2.2 from 25.03.13 company awarded Star Storage SRL (Romania). |



Digitization of the Civil Status Archive I, Civil Registry Office, Ministry of Justice

– Development of an electronic archive that would store digitized civil status acts and digitize the acts issued in the period 1911-1944.

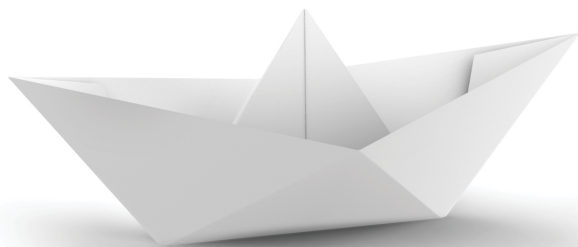
- Launched on** The digitization of 4.8 million acts were completed in 12.2014.
- Legal framework:** Government Decision Nr. 972 from 21.12.2012, regarding the approval of the Action Plan for 2013 implementing the Strategic Program for governance technological modernization (e-Transformation).
- Funding source:** Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD Contract Agreement No10/ICB/2.2.1 from 05.02.13 company awarded AS Andmevara (Estonia); Real Esystems SRL (Moldova); Eesti Arhivaar OÜ (Estonia); Aproservice-X SRL (Moldova), final amount 678,907.00 Euros (initial amount of - 611,307.00 USD plus four amendments totaling 67,600.00 Euros).
- Contract details:**
- Current Status:** Finalized. Fully disbursed. 4.8 mln of acts



Digitization of the Civil Status Archive II, Civil Registry Office, Ministry of Justice

– Digitize the entire paper archive in the amount of 9 million acts and import them into existing electronic archive (SAIS). Digitization process includes scanning the paper acts, annotation of acts with metadata, quality testing of scanned image and metadata and import into electronic archive (SAIS).

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| Launched on | 28.07.14 |
| Bidding Documents published: | March 7, 2014 |
| Bid Opening: | April 30, 2014 |
| Legal framework: | Government Decision Nr. 1096 from 31.12.2013, regarding the approval of the Action Plan for 2014 for implementing the Strategic Program for governance technological modernization (e-Transformation). |
| Funding source: | Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD Contract Agreement No. 17/ICB/2.2.1 from 28.07.14 company awarded Joint Venture S.C. Intergraph Computer Services S.R.L. (leader - Romania) – S.C. Sistec Confidential S.R.L. (associate – Romania) – S.C. Primul Meridian S.R.L. (associate - Romania), final amount USD 747,000.00. |
| Contract details: | |
| Uptake period 07.2012- 31.2015: | The digitization demo of 50 Civil Status Archive Registers was performed, there have been digitized and scanned 4 mln files. |



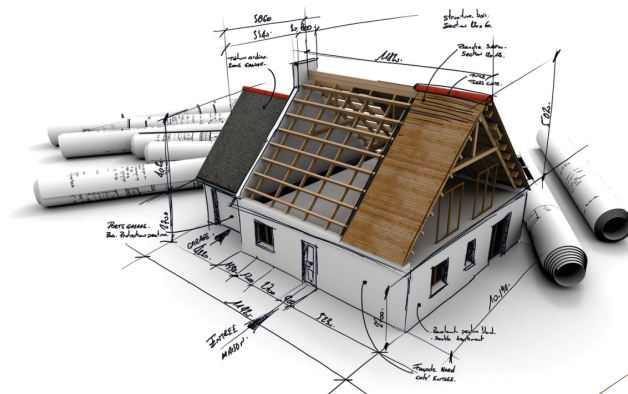
Government as a Platform



Digitization of Cadastral Archive, Cadaster and Land Management Agency, State Enterprise "Cadastru"

- Digitization of 20 million cadastral archive files out of 60 million to improve the quality and efficiency of public service delivery related to real estate administration.

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| Launched on | 07.08.14 |
| Bidding Documents published: | March 7, 2014 |
| Bid Opening: | April 30, 2014 |
| Legal framework: | Government Decision Nr. 1096 from 31.12.2013, regarding the approval of the Action Plan for 2014 pentru implemting the Strategic Program for governance tehnological modernization (e-Transformation). |
| Funding source: Contract details: | Governance e-Transformation Project, World Bank/IDA Credit Nr. 5000MD Contract Agreement No18/ICB/2.2.1 from 07.08.14 company awarded Joint Venture Printec Group Romania SRL (leader – Romania), Innovative Micro Solutions SA (partner Greece) and ICS Printec Technology SRL (partner – Republic of Moldova), final amount 1,045,451.95 USD |
| Uptake period 08.2014-12.2015 | 15 mln files digitized |



Government Interoperability Platform MConnect, e-Government Center, State Chancellery

– facilitates data exchange between government authorities and other entities for more efficient and improved public service delivery and government operations.

Piloting Phase

Launched on

07.2014

Beneficiary:

Public authorities, private sector, academia.

Legal framework:

Government Decision Nr. 656 from 05.09.2012 on Approval of the Program on the Governmental Interoperability Framework

Government Resolution Nr. 404 from 2.06.2014 on Piloting the Governmental Interoperability Platform

Order No. 303 from 9.09.2014 on approving the standard forms of Agreements and Contracts on provision of services from/based on the Governmental interoperability Platform.

Funding source:

Governance e-Transformation Project, World Bank/IDA Credit 5000MD

Contract details:

Contract Agreement No.15/ICB from 12/02/14 company awarded Joint Venture between Tangible Corporation SRL (leader - Romania) and WSO2 Inc (partner - USA) final amount 794,196 Euros (initial amount of 714,746 Euros - plus two amendments totaling 79,450 Euros).






















Government Interoperability Platform MConnect, e-Government Center, State Chancellery

Curent Status:

Agreements with 19 CPA authorities have been signed until Dec. 31, 2015, for a cumulative number of 60 integration & data exchange projects. Currently 15 CPA authorities are performing data exchange based on MConnect, covering a cumulative nr. of 30 integration projects (to date, more than 1 mln transactions/data exchange messages have been reported).

Agreements signed with:

| | | |
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|  State Chancellery |  Ministry of ICT through the State Enterprise CRIS Registru |  National House for Social Insurance |
|  Customs Department through SE "VamServInform" |  State Tax Inspection through SE "FiscServInform" |  STATISTICA MOLDOVEI |
|  National Anticorruption Center |  National Center for Personal Data Protection |  National Agency for Auto-Transportation |
|  Migration and Asylum Bureau |  Frontier Police |  National Employment Agency |
|  National Integrity Commission |  Ministry of Justice through the State Registration Chamber |  Agency for Land Relations and Cadaster through the SE "Cadastru" |
|  Agency for Material Reserves |  Min. of Agriculture and Food Industry through the SE "Agricultural Information Center" |  Center for Special Telecommunications |
| |  CNAM COMPANIA NAȚIONALĂ DE ASIGURĂRI ÎN MEDICINĂ | |

Legal and enabling framework

1. Legal
2. Capacity building

Legal and enabling framework

EGC drafted and promoted an enabling legal framework to advance and support Governance e-Transformation:

1. Legal

- Government Decision #131 from February 20, 2013 on transfer of property from EGC to the Center for Special Telecommunication to ensure M-Cloud operation
- Government Decision #262 from April 15, 2013 on piloting Information System of documents and records management (**SIGEDIA**)
- Government Decision #280 from April 24, 2013 on some action for implementation of Governmental e-Payment Service (**Mpay**)
- Government Decision #505 from July 9, 2013 on transfer of property (scanners) from EGC to 6 central public administration authorities
- Prime-Minister's Order Nor. 0105-135 from July 19, 2013 on the preparation for the M-Pay servicelaunching in the CPA authorities
- The Order 287-A from August 9, 2013 on the Standard Agreement and Contracts afferent to the Service Governmental Payment Gateway
- Government Decision # 624 from August 21, 2013 "On amending the Government Decision # 975 from December 22, 2012"



Legal and enabling framework

- Government Decision # 719 from September 16, 2013 "On amending the Government Decision # 760 from August 18, 2010"
- Government Decision # 1096 from December 31, 2013 "On Approval of the 2014 Action Plan for the Implementation of the Strategic Program for Technological Modernization of Governance"
- Government Resolution #128 from February 20, 2014 "On the Governmental Shared Technological Platform (**MCloud**)"
- Government Decision #461 from June 16, 2014 on operating modification to the Government Resolution no. 294 from March 17, 1998 (incl. provisions on eTax information system utilization, legal weight of the electronically generated and finalized fiscal invoices and shipping invoices (through e Invoice information system))
- Government Resolution #404 dated June 2, 2014 on Piloting the Governmental Interoperability Platform
- Government Resolution #624 dated July 23, 2014 on transmitting the information system "Registry of Personal Data Operators" to the Center for Special telecommunications
- Government Resolution #700 dated August 25, 2014 on approving the **Open Data** Principles



Legal and enabling framework

- Government Resolution #624 dated July 23, 2014 on transmitting the information system “Registry of Personal Data Operators” to the Center for Special telecommunications
- Government Resolution #700 dated August 25, 2014 on approving the Open Data Principles
- Government Resolution #701 from August 25, 2014 on approving the Methodology for Open Data Publishing
- Government Resolution #708 from August 28, 2014 on the Governmental Journaling Platform Service **MLog**
- Government Resolution #717 from August 28, 2014 on the Governmental Platform for Registers and Permissive Acts **PGRAP** (ECMP)
- Order #305 from September 9, 2014 on approving the standard template Agreement and Contract on provision of services from the shared Governmental technological platform **MCloud**
- Order #306-03 from May 21, 2015 on the implementation of the GeT Agenda
- Government Resolution #198 from April 23, 2015 on the Modification and Amending of the Gov. Resolution #122 from February 18, 2014 (Action Plan 2014-16_Public Service Reform)
- Order #655-A from November 23, 2015 on the approval of the template Agreement for the utilization of the Governmental Platform for registers and permissive acts” (ECMP/PGRAP)
- Order of the Govt. General Secretary #645-A from Nov. 11, 2015 on approving the Rules for administration of the Governmental Integrated Electronic Signing Service **MSign**



Legal and enabling framework

2. Capacity building

ECG has organized capacity building programs in partnerships with public and private sector for Government CEO, open data coordinators, IT managers. 3.472 public servants and other employees of CPA and LPA authorities have been trained under the GeT Agenda, of which 2.224 within training sessions organized under the WB-financed GeT Project

- Governance e-Transformation Training Program, launched in February 2013

Information and training sessions on MCloud, MSign, MPass, ECMP, MConnect, SIGEDIA, Legal Framework, Open Data, Drupal- based web site development, e-Services delivery model were organized for aprox.1309 public servants and employees of CPA authorities to advance Governance e-Transformation at the sectorial level:

- Seminar on e-Transformation Coordinators and IT managers of public and private sector on PGRAP
- Workshop open the latest date analysis of the de facto opening institution-level data
- Training - the use of the State Register of Controls for specialists that will be responsible for training all employees of the institutions involved in the control
- Information session at sectorial implementation of e-Transformation Agenda
- Training of central authorities on the automated system "e-Invoice"
- Workshop - "Open Contracting"
- Central Public Authorities trained in the use of the State Register of Controls
- Public Administration Academy, in partnership with the State Chancellery and EGC, included the Module "Governance e-Transformation" for CPA and LPA authorities' servants
- Trainings for students about e-Services and benefits of e- Governnace
- Informative meetings with business environment



Capacity building:

- Informative sessions on the implementation of Government Interoperability Platform
- Informative sessions provided by UTI Systems International opportunities offered by digital tools
- Trainings "DRUPAL" for public employees
- Civil servants trained in using ECMP platform
- Government Interoperability Platform and Platform for e-Books and e-Permits the coordinator for e-Transformation in the PCA
- Officials responsible for managing APC sites continue to be trained in the use of technology DRUPAL
- Public consultation - Concept Vision MCloud 2020
- Inception Course in Governance e-Transformation (7 rounds) for CPA public servants
196 public servants trained (training certificate; credit-based)
- Governance e-Transformation Course offered by Public Administration Academy
Since October 31, 2013, 870 public servants have been trained.
- Cyber Security Month – October 2013, 2014 - 2015
- Information, awareness and training events organized in partnership with European Union Agency for Network and Information Security (ENISA), public and private sector, development partners, NOVATECA, Municipal Library B.P.Hasdeu, LA STRADA (NGO)



Events:

Electronic Government Center participated in a series of international events, organized national events (such as Cyber Olympics or conference dedicated to the 5 years of the E-Government Center) and was partner for digital & IT events.



Events:



Girls Go IT

SOLUȚII COMMUNITATE PROGRAMMING

TABĂRA DE VARĂ
17-30, AUGUST 2015

WWW.GIRLSGOIT.MD

#HTML #CSS #PYTHON #FLASK #BOOTSTRAP

Cyber Olympics

• 29 OCTOMBRIE •

INNOVATION IN
GOVERNANCE
FORUM



Partnerships and sharing experience

Partnerships and sharing experience

EGC initiated and developed partnerships with public and private sector in order to increase digital skills and inform citizens and business sector about e-government services.



Partnerships and sharing experience

- **Sharing Governance e-Transformation experience**
e-Government Center collaborated with government and nongovernment partners from Estonia, Poland, Ukraine, Romania, Tadjikistan, Kirghistan, UK in field of innovative governance.



Electronic Governance Center

Partnerships and sharing experience

**Open
Government
Partnership**



UPTAKE

Uptake

EGC uses several tools to measure progress and monitoring citizens openness for e-government agenda and also for the uptake of electronic services:

1. National Annual Survey "Citizens' perception, uptake and support for the e-ansformation of Governance in Republic of Moldova"

In the period 2013- 2015 were conducted 3 national surveys. The survey data shows an increase of the level of trust and openness of citizens for e-governance, compared with 2011-2012. More details can be found online on egov.md.

2. Monthly barometer

Monthly tool showing the adoption of each electronic service launched. It can be accessed on egov.md

3. Government e-Transformation Project. Results framework –World Bank

The the results of e-Government Transformation Project is updated every three months and can be accesed online egov.md, funded by the World Bank.

4. Monthly MPay Statistics

Monthly tool showing the total number of transactions processed through Mpay and statistics of all e-Services connected to Mpay. It can be accessed on egov.md





Governance e-Transformation Agenda

Disbursement Status 2010-2015

Acquisitions. Government e-Transformation Project

Governance e-Transformation Agenda Disbursement Status 2010-2015

| | 2010-2011 | 2012 | 2013 | 2014 | 2015 |
|--|-----------------|----------------|----------------|----------------|----------------|
| Consulting services (IDA Credit) | \$638 573,22 | \$1 162 354,60 | \$948 382,59 | \$1 052 916,60 | \$872 223,49 |
| Goods (Hard, Soft, Servicii Conexa) (IDA Credit) | \$42 739,50 | \$975 254,41 | \$1 162 958,81 | \$1 793 635,35 | \$3 417 048,70 |
| Incremental Operating costs (IDA Credit) | \$19 380,15 | \$31 752,24 | \$26 488,53 | \$41 992,30 | \$19 327,27 |
| Training of Public servants (IDA Credit) | \$58 608,05 | \$98 831,07 | \$74 867,24 | \$46 969,19 | \$18 209,34 |
| Government Contribution | \$127 600,41 | \$317 641,41 | \$202 009,34 | \$490 967,90 | \$422 755,27 |
| Multi-Donor Trust Fund Grant | | \$1 481 979,64 | | | |
| Total disbursed (USD) per year | \$886 901,33 | \$4 067 813,37 | \$2 414 706,51 | \$3 426 481,34 | \$4 749 564,07 |
| Total disbursed (USD) | \$15 545 466,62 | | | | |

The total amount disbursed out of the proceeds of the credits in the amount equivalent to US\$ 20,000,000, received from the International Development Association (IDA) toward the cost of Governance e-Transformation Project until December 31, 2015 - USD 12,693,432.48

The total amount disbursed out of the proceeds of the Trust Fund - USD 1,481,979.64

The total amount disbursed out of the proceeds of the Government Contribution - USD 1,560,974.33

