



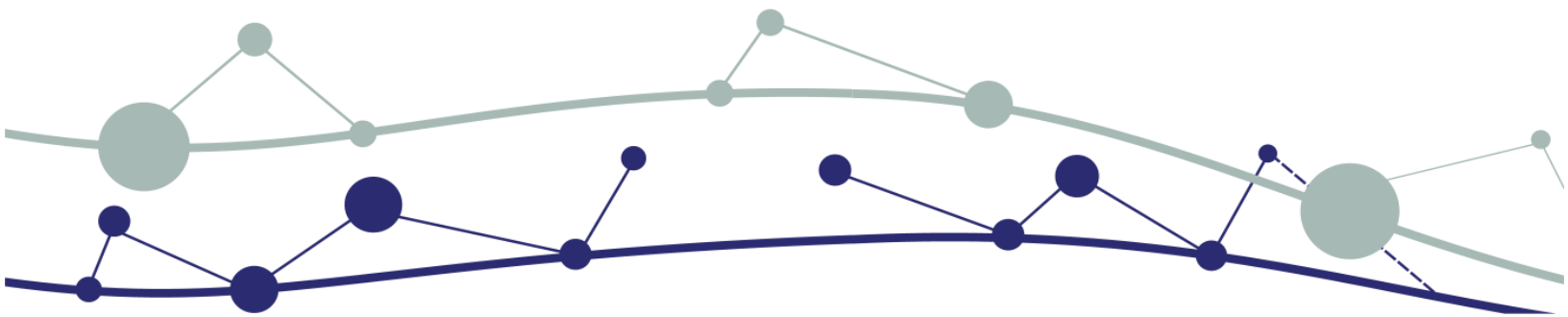
AGENTIA DE GUVERNARE ELECTRONICĂ

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## Modernization of Government Services Project (MGSP)

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**Semestrial Progress Report Project year 2,  
Status as of June 30, 2020**



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## COMPONENT 1: ADMINISTRATIVE SERVICE MODERNIZATION

### General overview of the implementation status in the reporting period

During the reporting period, significant advancements have been registered in the implementation of the **Modernization of Governmental Services Project (MGSP)**.

**Component 1** is a substantial project part in the MGSP design. During the reporting period, Component 1 has registered important results, such as:

- The **TO-BE maps** for the first 3 selected services, from batch 1 *Issuance of unemployment allowance; Determination of disability and work capacity and Issuance of driving license* were developed, piloted in the real-life scenarios with beneficiaries and approved.
- Necessary **legal amendments to implement the TO-BE maps for all 3 services** were developed.
- The **Methodology on reengineering public services**, the **Methodology on assessing the institutional capacities of service providers** and the **Methodology on the development, implementation and assessment of the institutional performance of services providers and CUPS** have been adjusted and finalized.
- Over **40 civil servants appointed by the selected service providers** were trained in the field of reengineering of public services focused on the citizens' needs.
- The reengineering process of selected services from the batch 2 was launched: **37 public administrative services** selected in this batch **are currently undergoing a modernization process**.
- A draft Government Decision to approve the **Nomenclature of the administrative public services** (688 in total) and the List of life events associated with public administrative services (18 life events) was developed, based on **Inventory and horizontal review of central public services**.
- ICT Sector Legal Reform (**ICT Code**) is in progressive process of drafting.
- The Feasibility Study on the **Universal Service Delivery Centers (CUPS)** has been completed and the cost model for the outsourcing of services was elaborated.
- **The Report on Annual National Survey** on evaluation of the services' quality, accessibility and efficiency by customers/citizens was completed.
- **The general public is continuously informed about e-governance and public services modernization** through various platforms of social media, webpage posts and other means of communication.

### *Re-engineering of selected services – Batch 1*



#### **Activity description**

The aim of this activity is to re-engineer the first 3 selected services (Batch 1) from a total of at least 21 services envisaged in the Project, from the stage of AS-IS mapping, TO-BE mapping, all the way to piloting of the new model of service delivery and evaluating the efficiency and the quality of the modernized service.

#### **Activity status – COMPLETED**

Most of the deliverables targeted under this activity and major results such as AS IS and TO BE Maps for the services that undergone the reengineering process were produced in the previous reporting period.

#### **Achieved results**

##### **In the previous reporting periods:**

- **Public services simplified through legal analysis and the new design developed;**
- **Appropriate tools, documents, programs, methods and other requirements that are necessary to support the implementation of the new model of the re-engineered public services, developed and approved;**
- **The new model of each of the public services re-engineered piloted in real-life scenarios and real customer data.**
- **The new model rolled out into production at the organizational level per the Action Plan, approved.**

##### **In the current reporting period:**

- **Adjustments to the legal framework for the implementation of TO BE Maps in the case of Determination of the disability and work capacity and Issuance of Unemployment Allowance, approved.**

Media news: <https://egov.md/ro/communication/news/cu-un-pas-mai-aproape-de-digitizarea-serviciilor-acordarea-ajutorului-de-somaj-si> )



As for the legal adjustments necessary for the **Issuance of driving license**, following the meeting on June 17, 2020, organized under the leadership of the State Chancellery, the Ministry of Interior was indicated as the authority to promote the revised legal framework.

More detailed information about this activity was included in the Semestrial Progress Report issued on December 31, 2019:

<https://egov.md/en/transparency/reports/semestrial-project-progress-report-modernization-government-services-moldova>

## *Re-engineering of selected services - Batch 2*



### **Activity description**

The aim of this activity is the reengineering of the next list of selected services approved by the **National Council of Public Administration Reform (NCPAR)** from the stage of AS-IS mapping, TO-BE mapping, all the way to the adjustment of the legal framework, piloting of the new model of service delivery and evaluating efficiency gains.

On **February 28, 2019** The **National Council of Public Administration Reform (NCPAR)** approved a list of 37 services to be included in Batch 2 of reengineering.



On July 3, 2020, based on **The National Council of Public Administration Reform (NCPAR)** decision, this list was supplemented with another 48 public services provided by National House of Social Insurance (NHSI). Currently, Batch 2 of reengineering contains 85 services selected for modernization.

Media news:

<https://egov.md/ro/communication/news/la-sedinta-cnrap-au-fost-luate-decizii-importante-pentru-evolutia-proiectului>

### **Activity status – ONGOING**

The re-engineering of Batch 2 of services started in February 2020 and is expected to be finalized until September 30, 2020.

Since January 2020, the necessary prerequisites to ensure the trilateral collaboration on reengineering between the eGA, Service Providers and the Company assigned for reengineering were completed. The co-signature of the contract; MoUs with the Service Providers; kick-off meeting; Working Groups established at the level of each participating public authority – all have been in place.

The training on the Reengineering Methodology and the Business Process Reengineering (BPR) training were provided to Working Group. The first round of trainings have been delivered to 20 members of different Working Groups in the period February 24 - 28, 2020 (Media news: <https://www.egov.md/en/communication/news/course-fundamentals-business-process-analysis-formalisation-and-optimisation> ).



The training curriculum consisted of 12 academic hours of lectures, 4 academic hours for examination and analysis of results, and all the remaining time was dedicated to practical exercises. The basic training program “Business process formalization, analysis and optimization basics” comprised five topics: “Introduction to business process analysis”, “BPMN basics”; “Business process re-engineering basics and examples”; “BPA project implementation in public sector”, and “Introduction to design thinking”.

The second round of **Business Process Reengineering (BPR)** trainings have been provided to 14 members of different Working Groups established at the level of Service Providers participating in the reengineering. The trainings were delivered in the period March 9 -13, 2020.

Service Provider involved in service reengineering Batch 2 have actively participated in the development of the AS-IS Maps of each particular service envisaged for modernization and will also play an important role during the service redesign (TO-BE Maps).

Both, in the first round of training and in the second, one day was dedicated to the participation of the managers of the 3 institutions involved in reengineering.



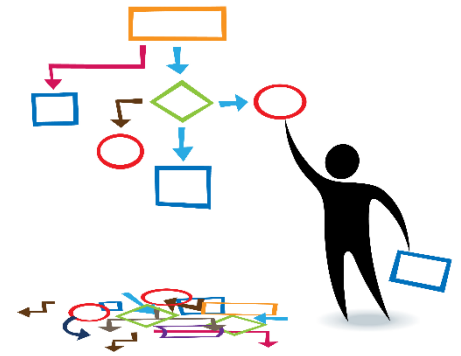
By the end of May 2020, thirty-one (31) out of thirty seven (37) services were entirely documented. The AS-IS MAPs of 20 services out of 37 services was developed and Consultant proceeded to work on requested updates (staff expertise level analysis, service maturity level analysis, delivery channels analysis, etc.)

## Achieved results

### In the current reporting period:

- **AS-IS Maps on 4 out of 7 groups of services developed** (Issuance of duplicates of civil status certificates, with or without amendments and its relevant sub-services; Granting the age pension for various categories of beneficiaries and its relevant sub-services; Marriage registration and its relevant sub-services; Divorce registration and its relevant sub-services)
- **Capacities of the Service Providers in Business Process Reengineering (BPR) enhanced.**

## *Inventory and horizontal review of central public services*



### **Activity description**

The aim of this activity is to perform the preparatory work for the re-engineering initiatives of the government in the field of public services. The scope is to review and consolidate the inventory of public services and compile a final list of priority public services that will be subject to modernization.

### **Activity status – COMPLETED**

The draft Nomenclator of Administrative Public Services, the draft services passports, and the identified life events were produced in the previous reporting period. As result of Horizontal Review, it is planned to initiate the institutionalization of the 6 life events out of the determined 16. The eGA Legal Department developed the draft normative framework for the Nomenclator of Administrative Public Services. The Government approval is expected in September 2020.

In parallel, eGA is drafting Government decision clarifying the institutional arrangements on ownership, maintenance and operation of an electronic **State Registry of administrative public services**. The New Nomenclator of Administrative Public Services and their associated life events, as well as each service passport will be available in the State Registry of Administrative Public Services.

### **Achieved results**

#### **In the previous reporting periods:**

- **Public services listed for optimization, merging or elimination, determined;**
- **Methodology for unifying and describing public service passports, based on Common Public Service Vocabulary, developed;**
- **Legal adjustments, recommended;**
- **5 social- and gender-sensitive life scenarios identified.**

#### **In the current reporting period:**

- **Legal framework for the Nomenclator of the administrative public services drafted.**

### **Critical aspects/ issues of Subcomponent 1.1**

There are important issues that affect the implementation of activities under this Subcomponent and create dependencies with risk of lagging the timely fulfillment of envisaged project results. Such issues are listed as following:

1. Staff turnover within the beneficiary institutions
2. The coincidence with the institutional reform currently taking place in the public sector, extends even more the resistance of the Service Providers and their lack of cooperation which impacts negatively the timely implementation of the planned activities..

3. Service Providers are the main stakeholders in the re-engineering process and should take a paramount role in services rethinking as the entire chain of administrative service modernization (including digitization and service provision according to the new model) considerably depends on the reengineering process.
4. The pandemic situation caused by COVID-19 affected the reengineering of services selected for Batch 2.

*The COVID pandemic being far from its end, the above constraints may continue to affect the project progress. While some activities may be carried remotely and independently of the service providers - others will require their active participation and input - raising the risks of delays.*

### **State Chancellery and eGA approach to keep control over the critical issues and solve them:**

On January 04, 2020 the Prime Minister issued his decision approving a short term (February – June) Action Plan aimed to solve the most critical aspects in MGSP implementation.

The highest level of support received in the Executive generated a twisting point in the implementation of MGSP. Interactions with the Service Providers participating in administrative services modernization are more frequent, the timeline for the approval of important documentation related to reengineering is gradually reducing, the dialogue on changes brought by reengineering of services is progressively reaching acceptable and consensual parameters.

## **SUBCOMPONENT 1.2: REFORM MANAGEMENT AND COORDINATION**

### *Change Management Framework*



#### **Activity description**

This activity aims for the development of a systematic, structured and integrated framework to manage the institutional and functional changes of public service providers and to support capacity development of the relevant managerial staff to implement the change management framework in the process of institutional redesign and/or transition to new service delivery models.

#### **Activity status – ONGOING**

The activity started in April 2020 and is expected to be finalized by January 2021.

The draft of the Change Management Framework has been developed and revised by eGA.

Training curricula and training materials for the course on change management were submitted on July 27, 2020. Two-day-training on Change Management dedicated to the representatives of the Service Providers involved in the reengineering process are planned to be developed in parallel with the finalization of the draft Methodology.

#### **Achieved results:**

The results for this activity are expected during the next reporting period.

## *ICT Sector Legal Reform (ICT Code)*



### **Activity description**

This new activity emerges from the imperative need for the adjustment of the relevant ICT legal framework for a proper modernization of government services through the intensive use of e-Governance IT infrastructure. The activity started in January 2020.

It will regulate the current e-governance infrastructure applied in the process of electronic service delivery, as well as align the necessary legal norms to reform processes in reengineering and digitization designed under MGSP.

### **Activity status – ONGOING**

In the reporting period, extensive work was done to develop the new ICT Code with numerous and repeated meetings with eGA, Ministry of Economy and Infrastructure, IT SEC, Public Service Agency. The draft document is expected to be ready for consultations with the stakeholders at the end of September 2020.

### **Achieved results:**

The results for this activity are expected during the next reporting period.

### **Critical aspects/ issues of Subcomponent 1.2**

None.

## **SUBCOMPONENT 1.3:**

### **EXPANDING ACCESS POINTS FOR CENTRAL GOVERNMENT E-SERVICES**

#### *Feasibility Study on Enhancing Citizen's Access to Administrative Services at Local Level - CUPS*



**CENTRUL UNIFICAT  
DE PRESTARE A SERVICIILOR**

### **Activity description**

The aim of this activity is to conduct a feasibility study on enhancing citizen's access to the public services at the local level. The feasibility study assesses the viability and implementation of:

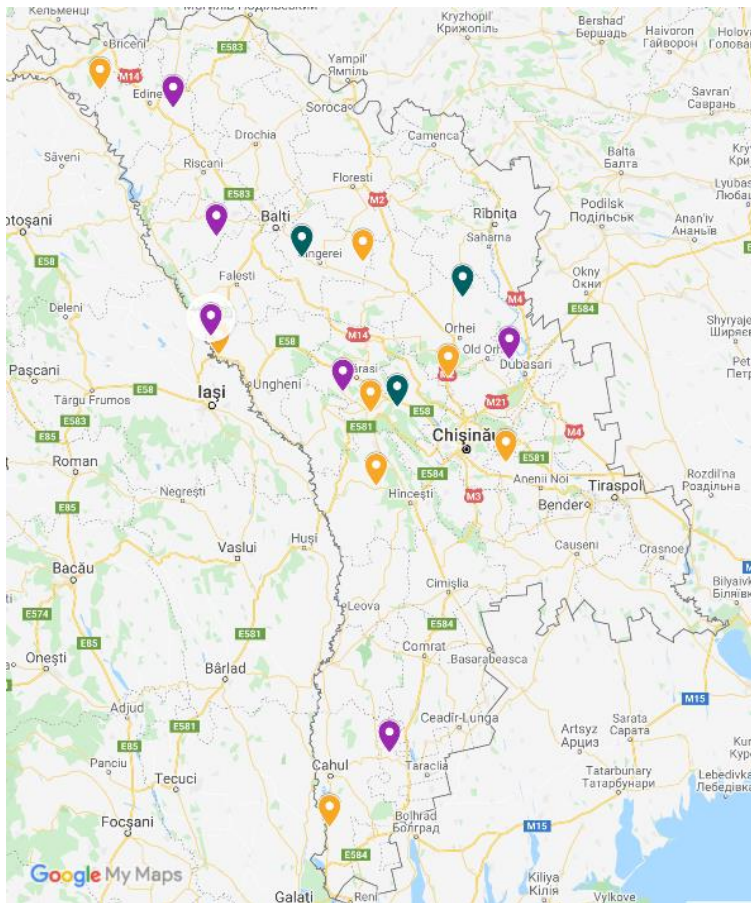
- separation of the front office from the back office in central government institutions in Moldova through outsourcing the front office segment of administrative services delivery;

- using the Universal Centers for Service Delivery (Romanian abbreviation CUPS) as front-office for provision of a number of administrative services. CUPS will receive citizen's requests for the delivery of a particular service and will return the citizen the result of the service provision.

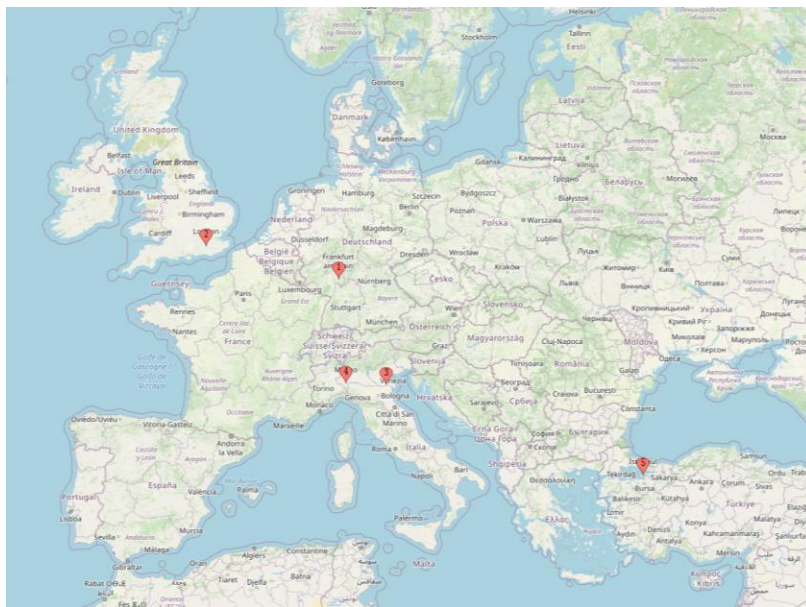
The CUPS are envisaged to be complementary to the Multifunctional Service Centers (MSC) under the Public Services Agency (PSA) and to improve the accessibility of services in rural areas, being located in the LPAs. The functional model of CUPS would be integrated with MSCs.

### Activity status – COMPLETED

During the reporting period, the eGA, in collaboration with the State Chancellery, the Congress of Local Public authorities, Ministry of Foreign Affairs and European Integration and other stakeholders, identified 25 locations, out of which 22 locations were selected for piloting: 22 CUPS (17 LPAs and 5 consular offices).



1. Albota de Sus, r. Taraclia
2. Biliceni Vechi, r. Sîngerei
3. Chiperceni, r. Orhei
4. Colibași, r. Cahul
5. Corjeuți, r. Briceni
6. Holercani, r. Dubăsari
7. Lăpușna, r. Hîncești
8. Limbenii Noi, r. Glodeni
9. Lozova, r. Strășeni
10. Mereni, r. Anenii Noi
11. Parcova, r. Edineț
12. Pănășești, r. Strășeni
13. Pepeni, r. Sîngerei
14. Peresecina, r. Orhei
15. Pîrjolteni, r. Călărași
16. Sculeni, r. Ungheni
17. Taxobeni, r. Fălești



- 18. Embassy of RM in **Great Britain**
- 19. General Consular Office of RM in **Frankfurt**
- 20. General Consular Office of RM in **Milano**
- 21. General Consular Office of RM in **Padova**
- 22. General Consular Office of RM in **Istanbul**

The **National Council of Public Administration Reform (NCPAR)** meeting held on July 3<sup>rd</sup> approved the Public Policy on CUPS, including the decision on their piloting.

During the piloting period, 22 services were selected to be provided via CUPS - 12 belonging to PSA and another 10 to the National House of Social Insurance. In the piloting phase CUPS are expected to cover about 72,000 citizens living in the selected 17 localities with total population of each varying from 1,500 to 8,000 inhabitants.

More detailed information about this particular activity can be found in the Semestrial Progress Report issued on December 31, 2019: <https://egov.md/en/transparency/reports/semestrial-project-progress-report-modernization-government-services-moldova>

**Achieved results:**

**In the previous reporting periods:**

- **Feasibility Study developed;**

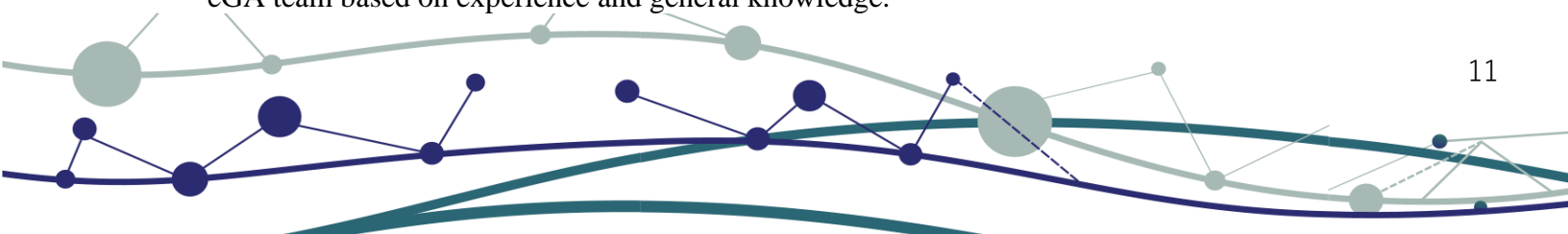
**In the current reporting period:**

**Complementary parts of the Feasibility Study:**

- **Identification and approval of the actual services and locations** of the mayors and consular offices;
- **Estimation of the costs for the CUPS piloting;**
- **Analysis of the administrative services to be provided through CUPS.**

**Critical aspects/ issues of Subcomponent 1.3**

1. One of the biggest problem encountered during CUPS Piloting Assessment (part of the Feasibility Study), was the lack of disaggregated and conclusive data related to LPAs, many assumptions being made by the eGA team based on experience and general knowledge.



2. Because of the pandemic situation caused by COVID-19, there was a delay of approx. 2 months in delivering the CUPS Piloting Assessment Report, and a general delay of 3 months to get the high-level decision for CUPS piloting.
3. The activity *Unified Client Support Call Center (UCSCC)*, part of this subcomponent, is planned to start at the beginning of 2021. Meanwhile, the working group established at the level of the State Chancellery to decide on the structure and hosting of the UCSCC in the framework of broader customer support, has to approve the UCSCC Concept.

## SUBCOMPONENT 1.4: CITIZEN FEEDBACK AND OUTREACH

### *Annual National Survey on e-Governance and Services Modernization and Exit Research on Selected Services' Customer Satisfaction*



#### Activity description

The main goal of the survey is to collect relevant and illustrative data on key performance indicators under the Modernization of Government Services Project. This data are expected to provide a consistent and objective picture on the level of citizens' perception, understanding of, support for the reform agenda, including the Digital Transformation and the levels of customer satisfaction with reference to the quality of MGSP selected services before (baseline) and after their modernization (annual dynamics).

The activity consists of two complex assignments:

#### Assignment 1:

- Annual National Survey on Citizen Perception, Uptake of and Support for e-Governance and Government Services Modernization

#### Assignment 2:

- Exit Study on the level of customer satisfaction with the quality and accessibility of services modernized under MGSP (based on a reference group of 7 services)

#### Activity status – Assignment 1- **COMPLETED**, Assignment 2 – **ONGOING**

The **Annual National Survey on e-Governance and Services Modernization** (Assignment 1) was completed in the previous reporting period.

More detailed information about this particular activity can be found in the Semestrial Progress Report issued on December 31, 2019 (<https://egov.md/en/transparency/reports/semestrial-project-progress-report-modernization-government-services-moldova>)

The Report on National Annual Survey was issued during the current reporting period and is available on eGA website, in three languages (Romanian, English and Russian),

<https://egov.md/en/resources/polls/national-annual-survey-2019perception-assimilation-and-support-population-e>

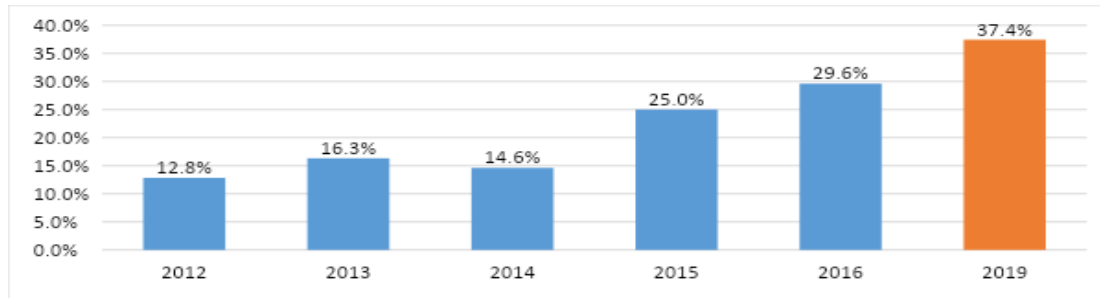
One of the most positive aspects revealed by the Report is the increased uptake in the use of e-services among the population since 2016 until 2019.<sup>1</sup>

**Some very important findings:**

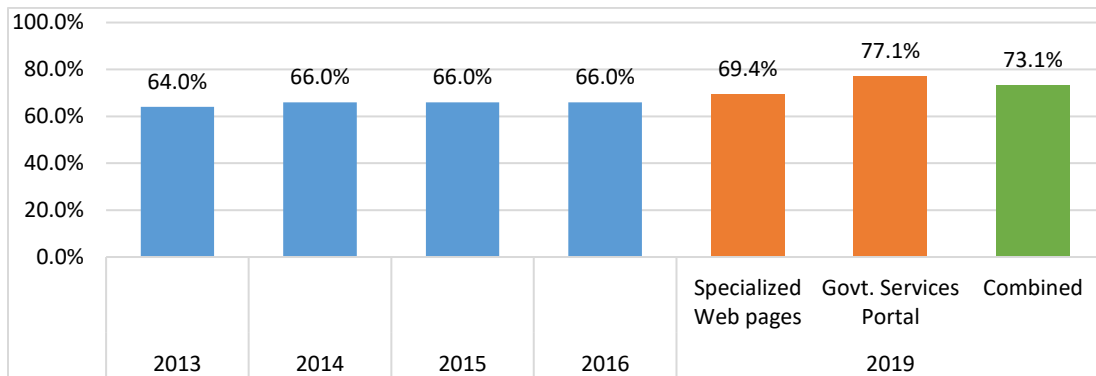
- 37,7% of citizens indicated that they felt capable of accessing online service independently, without the help of another person. However, 37,5% said they might need some support, and 22% that they would rather delegate the process of accessing an e-service to another person.

The National Annual Survey performed at the end of 2019, calculated the value of the PDO indicator (Share of people who have accessed e-services in the past 12 months) - 27,9% for the Project year 1. This result satisfies the value of the expected target, even exceeds it a bit with almost 1%.

**Accessing electronic public services during the last 12 months (from the total number of public service users:**



**Degree of satisfaction with electronic public services:**



**The Exit Research on Selected Services’ Customer Satisfaction** (Assignment 2) has been replanned for completion until the end of 2020, the reasoning is fully described on page 25.

**Achieved results:**

**In the previous reporting periods:**

<sup>1</sup>The study captures and provides data on modernized public administrative services and public e-services developed and digitized during the period of 2012-2020, as a result of both the Public Service Modernization Reform and the implementation of the e-Government Transformation Project. Starting with 2019, there are also included (gradually) the electronic public services selected for modernization within the Modernization of Government Services Project (2018-2023).

- Annual Survey 2019 performed.

**In the current reporting period:**

- Analytical Report on National Annual Survey produced.

*Social Inclusion, Gender  
Mainstreaming & Citizen Engagement  
Framework*



**Activity COMPLETED in a different reporting period**

The full information about this particular activity was included in the Semestrial Progress Report issued on December 31, 2019 (<https://egov.md/en/transparency/reports/semestrial-project-progress-report-modernization-government-services-moldova>)

*e-Governance visual identity and relevant  
public awareness products*



**Activity description**

This activity supports the effort of the e-Governance Agency in creating its corporate logo and visual identity which will lead to increased visibility and recognition of e-Governance activities and products.

**Activity status – ONGOING**

Both eGA and all M-products have now a new design which is continuously used and promoted. MGSP basic communication materials, such as roll-up banners, branded goods are produced in an initially necessary quantity and distributed.





PORTALUL GUVERNAMENTAL AL CETĂȚEANULUI



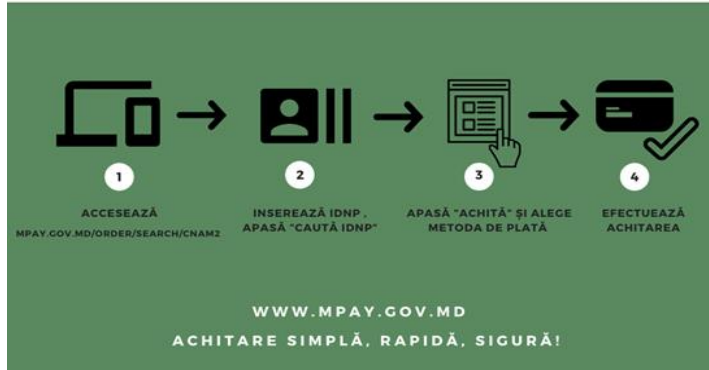
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Examples of Promotion materials:



eGA is informing the general public about e-governance and public services modernization through various platforms of social media, webpage posts and other means of communication. Below, are just a few examples of postings.

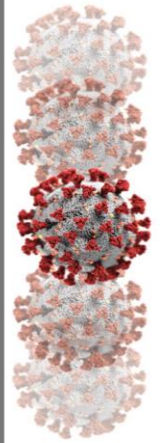
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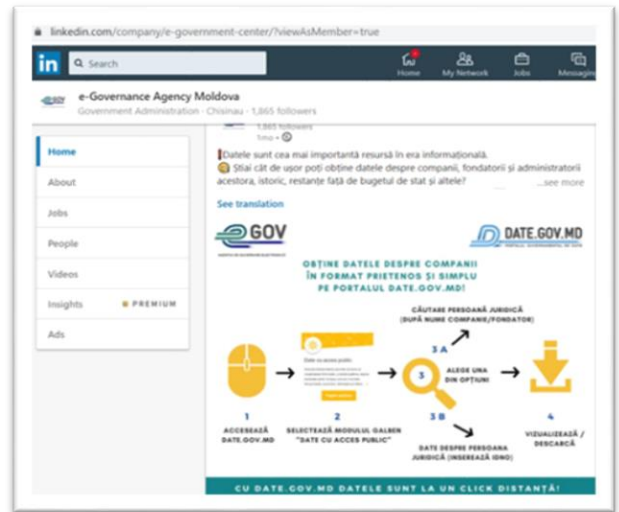
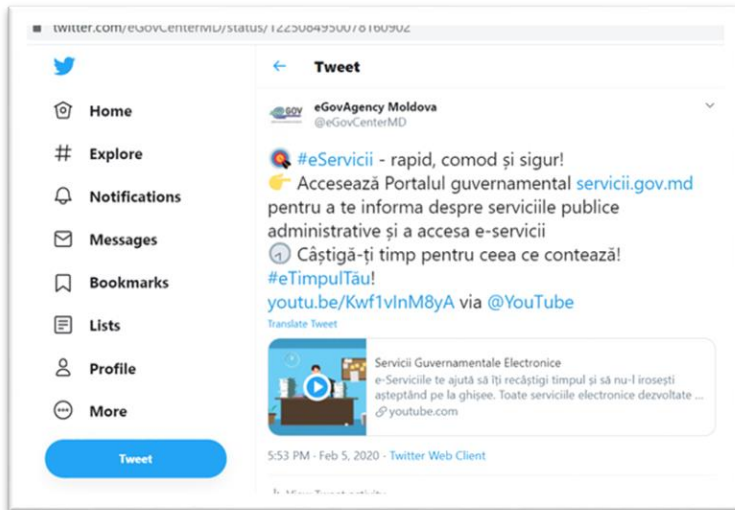


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- 2 Inserează nr. avizului
- 3 Achită

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  - 02** Completează formularul  
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- [www.evinieta.gov.md](http://www.evinieta.gov.md) [www.mpay.gov.md](http://www.mpay.gov.md)



Some conclusive data about the promotion of eGA platforms, services and products on social media platforms:

- Social Media-destined **posters, banners and infographics** developed internally since January: > **80 units**
- Aggregated number of **social media posts** January 01 - June 15, 2020: > **500 posts** (Facebook, LinkedIn, Twitter)
- **Increase in views and posts impact:**
  - Facebook posts views - by 115% for organic posts; by 446% for mixed (paid & organic posts); interaction – by 104%
  - LinkedIn – views/impact: by 60%; engagement – by 45%
  - Twitter – views/impressions by 93% and engagement – by 81%

### Achieved results:

#### In the previous reporting periods:

- **eGA and a few M-products visual identity drafted;**
- **Basic branded communication and promotion materials designed;**
- **Brandbook drafted.**

#### In the current reporting period:

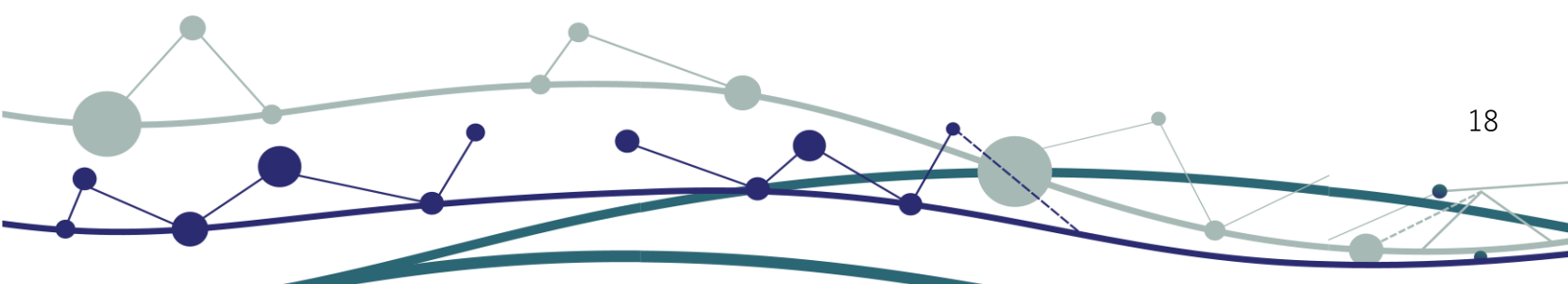
- **New eGA and M-products visual identity developed;**
- **Basic branded communication and promotion materials for eGA and MGSP produced;**
- **Brandbook, version 1.0 submitted.**

### Critical aspects/ issues of Subcomponent 1.4

1. The sample group of 7 services initially selected/proposed under MGSP at the Project preparation stage (2016-17), based on which PDO Indicator 3 had to be measured, lost its relevance in 2019, when the Government approved a new/final list of services to be modernized under MGSP.
2. There is a considerable delay in the performance of the Exit Polls on citizens' satisfaction with the quality of each reengineered service, planned through CATI (computer assisted telephone interviews) or CAPI (computer assisted personal interviews). The NCPDP obliged all 3 Service Providers to register as

personal data operators. The process of registration lasted for some months and affected the planned timeframe for this activity. The eGA offered the necessary support to the Service Providers in the dialogue with the NCPDP and the registration process.

3. The preparation for the activity *Public Outreach and Advocacy Campaign* part of this subcomponent, is planned to start by December 2020, compared to its revised timeline – October 2020. The Campaign itself will begin in 2021.



## COMPONENT 2: DIGITAL PLATFORMS AND SERVICES

### General overview of the implementation status in the reporting period

Substantial progress is being noted in the overall implementation of **Component 2**. The Agile approach used for the development of new information systems is convincingly bringing the expected results.

The most important achievements and results produced under Component 2 during this reporting period:

- Digitization packages for the first three selected services are in the final procurement phase (evaluation and contracting).
- Trilateral contractual arrangements for digitization developed. The normative framework is approved by the Government.
- Quality Assurance, User Acceptance and Security testing of IT systems – consultancy services are procured and contract started.
- Semantic Catalog – development services are procured and contract started.
- MPower – Electronic Authorization Registry – Minimum Viable Product (MVP) developed.
- MNotify – Electronic Notification Service – Minimum Viable Product (MVP) developed.
- Public Service Portal Minimum Viable Product (MVP) developed.
- E-learning Platform installed, configured and tested. Four modules already available on the platform, including the first two ones dedicated to cyber security.
- Normative framework that regulates the management and use of MPower, MNotify, Public Service Portal, e-learning platform developed and approved by the Government.
- Software licenses for MCloud Hybridization installed and configured.
- Standards and procedures related to cyber security for Government Private Cloud Computing Platform and IT Management of the Government IT Infrastructure – consulting services are procured and contract started.

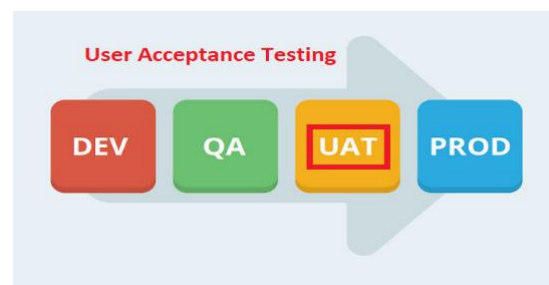
### SUBCOMPONENT 2.1: DIGITAL SERVICES

#### *Development of the Digitization Methodology*

##### Activity POSTPONED

The full information about this particular activity was included in the Semestrial Progress Report issued on June 30, 2019 <https://www.egov.md/en/transparency/reports/annual-project-progress-report-modernization-government-services-moldova-mgsp>

#### *Quality Assurance, User Acceptance and Security testing of IT systems developed during the project*



##### Activity description

The objective of this assignment is to assure the security and quality of the information systems implemented and managed by e-Governance Agency by:

- Contributing to the development of the Public Service Digitization Methodology in quality and security areas;

- Contributing to the development of Technical Specifications with quality and security inputs and ensuring that the software solutions are developed in accordance with the defined Technical Specifications;
- Performing the quality and security reviews and tests of the developed applications, including performance and User Acceptance Test (UAT).

#### Activity status – ONGOING

The Planning of application security and quality assurance review was issued. Shortly after the current reporting period, it is planned to start QA, UA and Security testing for the first two Information Systems – MPay and MNotify.

#### Achieved results:

The results for this activity are expected during the next reporting period.

#### Critical aspects/ issues of Subcomponent 2.1

The activity *Digitization of the reengineered services* is planned to start in October 2020, compared to its initial timeline – September 2019. The lag is created by the dependency on the finalization of the reengineering phase – a process that cannot be controlled by eGA as it implies the commitment and full participation of the Service Providers.

In order to expedite the implementation, once started, eGA agreed with the World Bank to do digitalization in parallel with the re-engineering process, where applicable, using agile approach, that allows incremental development of system based on iterative sessions (sprints).

## SUBCOMPONENT 2.2 DIGITAL PLATFORMS

### *Design, development, configuration and deployment of the Electronic Authorization Registry Information System (MPower)*



#### Activity description

The aim of this activity is to design, develop, configure, and deploy the MPower Information System. The Electronic Authorization Registry (MPower) is an effective solution to reduce the bureaucracy in public services, by providing a safe, flexible and efficient mechanism for management of authorizations for individuals and legal entities. This new Government product gives the possibility to verify the existence and validity of authorizations by interested parties, including public authorities of the Republic of Moldova.

#### Activity status – ONGOING

The development of MPower started in January 2020 and during 6 months the minimum viable product (MVP) was already functional and contains the following features:

- Authentication via MPass;
- Integration with MSign;
- Integration with MConnect to retrieve data from State Register of Population (SRP) and State Register of Legal Entities (SRLE)
- Management of Authorization types for eGA Admin;
- Management of Authorization types for the User;
- Anonymous User validation/verification of an Authorization;
- MPower service webpage (with general information about the service).

Link to the test environment: <https://mpower.staging.egov.md/#/ro/main>



In parallel to technical development of the product, the eGA legal team and the Product Manager drafted the required legal framework that will allow the deployment of MPower. The Concept and the Regulation were approved based on Government Decision no. 375/2020 as of June 10, 2020 [https://www.legis.md/cautare/getResults?doc\\_id=121919&lang=ro](https://www.legis.md/cautare/getResults?doc_id=121919&lang=ro) .

The official launch of MPower is planned during the next reporting period, as well as the its quality assurance and user acceptance testing and piloting.

#### Achieved results:

##### In the current reporting period:

- **Minimum viable product (MVP) developed;**
- **Legal framework developed and approved.**

### *Design, development, configuration and deployment of the MNotify Information System*



#### Activity description

**The objective of this activity** is to design, develop, configure and deploy an upgraded version of the Electronic Notification Service (MNotify). The product is going to be a brand new fully fledged solution with significant upgrades in terms of technology and functionalities which will provide a reliable, flexible and efficient mechanism for notifying recipients, such as, individuals and legal entities using various notification channels (emails, text messages (SMS), push notifications, instant messaging etc.).

#### Activity status – ONGOING

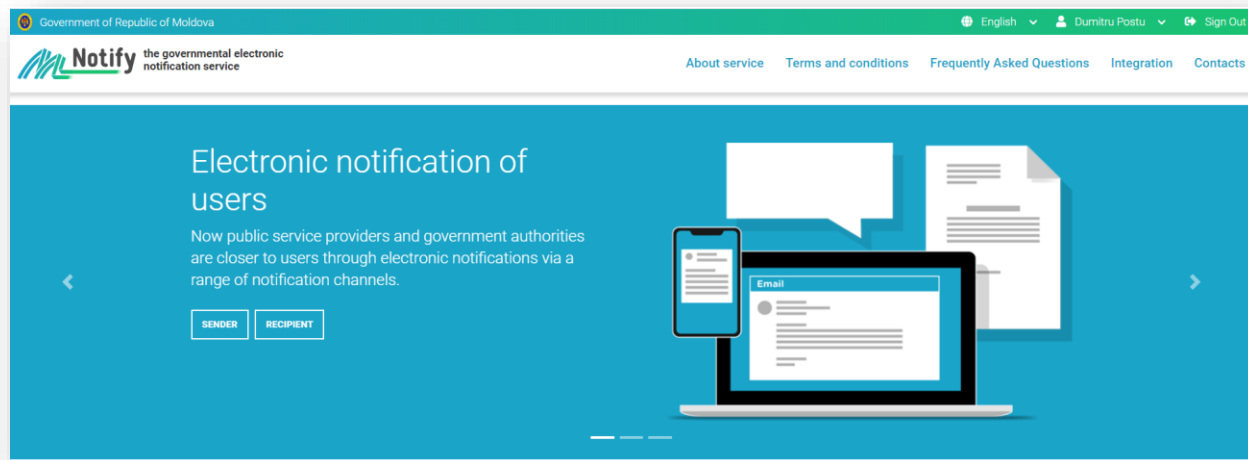
MNotify is the second information system developed based on Agile principle.

The development of MNotify started in January 2020 and during 6 months the minimum viable product (MVP) was already functional and contains the following features:

- 3 notification channels (Email, Web Push, citizen portal);
- Sender API (for automated connection and notification notifications);

- Recipient portal (for setting contact details and notification preferences);
- MNotify Service webpage (with general information about the service).

Link to the test environment: <https://mnotify.staging.egov.md/#/ro/home>



In parallel to technical development of the product, the eGA legal team and the Product Manager drafted the required legal framework that will allow the deployment of MNotify. The Concept and the Regulation were approved based on Government Decision no. 376/2020 as of June 10, 2020 [https://www.legis.md/cautare/getResults?doc\\_id=121820&lang=ro](https://www.legis.md/cautare/getResults?doc_id=121820&lang=ro).

The official launch of MNotify is planned during the next reporting period, as well as its piloting.

## Achieved results

### In the current reporting period:

- **Minimum viable product (MVP) developed;**
- **MVP successfully tested;**
- **Legal framework developed and approved.**

## *Design, development, configuration and deployment of the Semantic Catalog Information System*



### Activity description

Launched in 2015, data exchange and interoperability platform MConnect became the key IT Solution that ensures the automated data exchange between IT Systems.

**The objective of this activity** is to design, develop, configure and deploy the Information System “Semantic Catalog”. It will automate the semantic assets inventory processes and ensure access to semantic assets using IT mechanisms, by significantly boosting the continuous development and exploitation of the MConnect interoperability platform.

### Activity status – ONGOING

The activity has just started (contract commencement date June 30, 2020). MVP is expected in the next reporting period, bringing the third new product on the list of successful implementations following the Agile principle.

### Achieved results

The results for this activity are expected during the next reporting period.

### *Design, development, configuration and deployment of the new version of the Public Service Portal*



PORTALUL GUVERNAMENTAL  
AL CETĂȚEANULUI

### Activity description

The portal is designed to serve as a one-stop shop for accessing electronic public services and provide brief, accurate, and accessible information to visitors about public services. The portal is not intended to substitute the webpages of authorities but serves as common access point where citizens can get information about public services and apply for services, where possible.

The present activity develops a new version of the Public Service Portal (PSP) that will bring essential benefits to both users and service providers, such as:

- improved ergonomics, including for use with mobile devices;
- more powerful content administration tools for service providers;
- updated services passports;
- life and business scenarios;
- improved information searching tools;
- chat bots.

Public Services Portal will also host 3 new products: **Citizens' Portal, Business Portal, and the Registry of Public Services.**

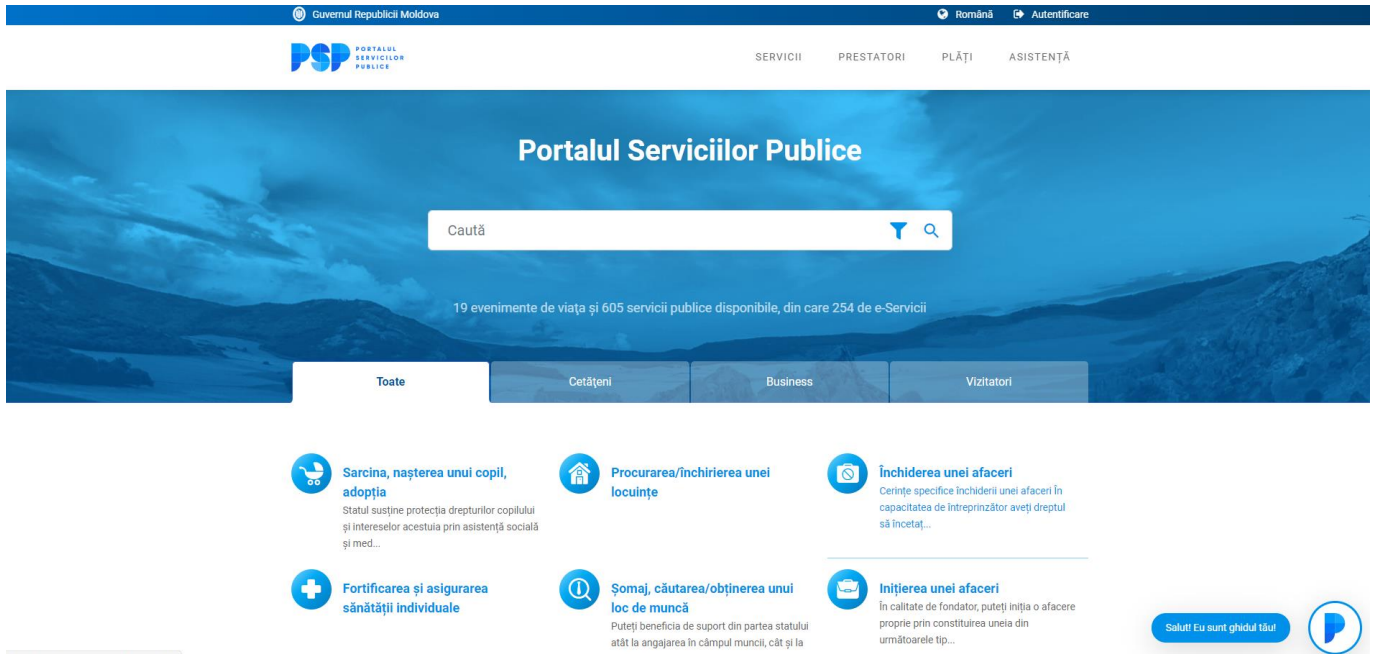
### Activity status – ONGOING

Public Service Portal is the fourth information system developed following Agile principle.

The development of Public Services Portal started in January 2020 and during 3 months MVP was already functional. MVP contains the following features:

- New portal design, responsive and mobile;
- Improved search engine based on new technologies;
- 605 public services out of which 254 e-services;
- identified life events;
- Service providers locations available on map.

Link to the test environment: <https://servicii.staging.egov.md>



In parallel to technical development of the product, the eGA legal team and the Product Manager drafted the afferent legal framework that will allow the hosting of the Citizen’s Portal and of the Business Portal on PSP. The Regulation of these two Portals were approved based on Government Decision no. 412/2020 [https://www.legis.md/cautare/getResults?doc\\_id=122027&lang=ro](https://www.legis.md/cautare/getResults?doc_id=122027&lang=ro) and no. 413/2020 [https://www.legis.md/cautare/getResults?doc\\_id=122030&lang=ro](https://www.legis.md/cautare/getResults?doc_id=122030&lang=ro) as of June 24, 2020.

The official launch of the Public Services Portal is planned during the next reporting period, as well as its quality assurance and user acceptance testing and piloting.

## Achieved results

### In the current reporting period:

- **Minimum viable product (MVP) developed;**
- **Afferent (Citizen’s Portal, Business Portal) legal framework developed and approved.**

### *Installation and configuration of an open-source e-learning platform and migration of content*



### Activity description

**The activity targets** the development and use of an e-learning tool with a set of video courses as an efficient way to decrease training costs and increase the total number of trainees, while maintaining an adequate level of efficiency and quality of training. The beneficiaries of the e-learning platform will be public servants, academia, private sector, whose activity is afferent to e-governance, public services modernization and closely related sectors.

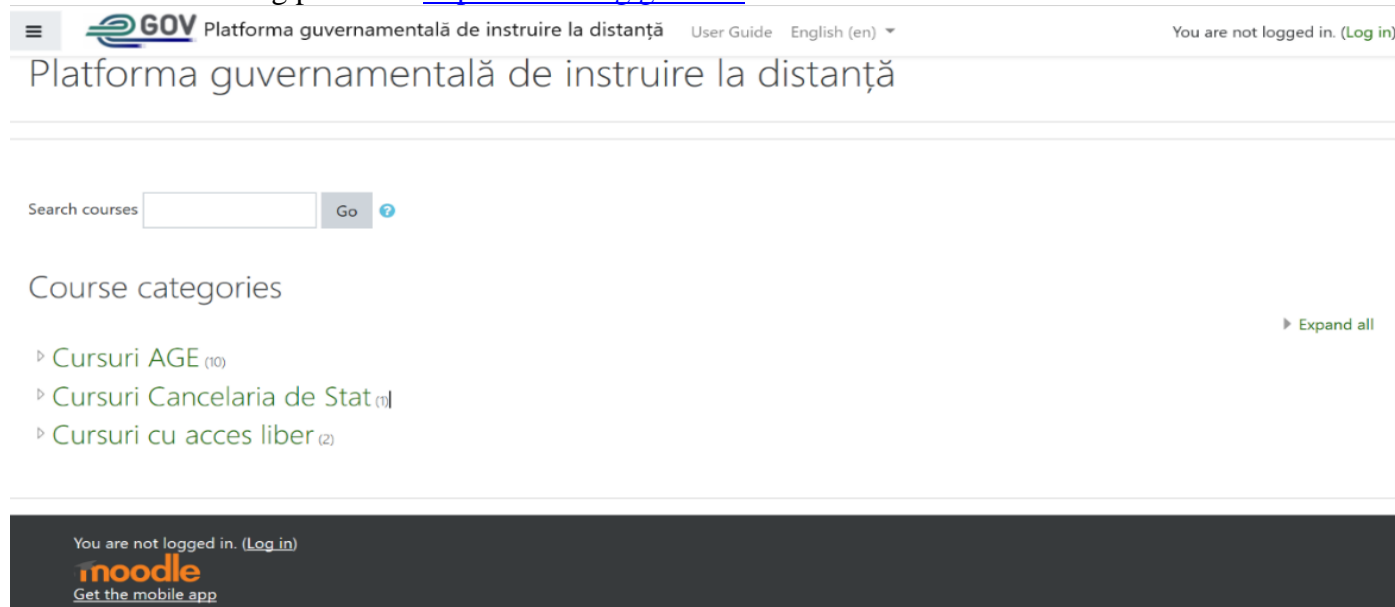
## Activity status – ONGOING

The e-Learning Platform is installed and configured on test and production media since 2019 and keeps uploading new courses since then.

The following modules can be accessed on the platform:

- E-Learning platform for instructors/ How to develop an e-Learning platform;
- MPay;
- MConnect;
- Business Process Reengineering.

The link to e-learning platform: <https://elearning.gov.md/>



The screenshot displays the homepage of the Governmental Distance Learning Platform. At the top, there is a navigation bar with the 'GOV' logo, the platform name in Romanian, and a language selector set to 'English (en)'. Below the navigation bar, the main heading reads 'Platforma guvernamentală de instruire la distanță'. A search bar is provided for finding courses, with a 'Go' button and a help icon. Underneath, there is a section for 'Course categories' with a list of categories: 'Cursuri AGE (10)', 'Cursuri Cancelaria de Stat (1)', and 'Cursuri cu acces liber (2)'. An 'Expand all' button is located to the right of the categories. At the bottom of the page, there is a dark banner with the text 'You are not logged in. (Log in)', the Moodle logo, and a prompt to 'Get the mobile app'.

The eGA legal team and the Product Manager responsible for the e-Learning Platform drafted the required legal framework that will allow the deployment of the platform. The Concept and the Regulation were approved based on Government Decision no. 411/2020 as of June 24, 2020 [https://www.legis.md/cautare/getResults?doc\\_id=122270&lang=ro](https://www.legis.md/cautare/getResults?doc_id=122270&lang=ro).

The official launch of the Public Services Portal is planned during the next reporting period.

## Achieved results

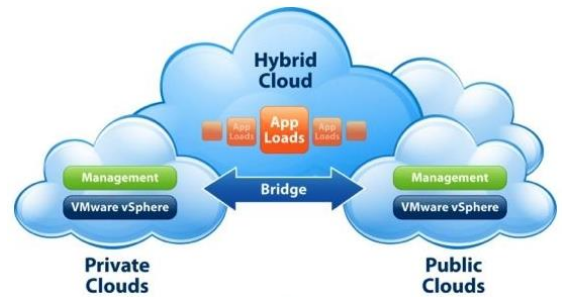
### In the previous reporting periods:

- E-Learning platformed installed and configured.
- 

### In the current reporting period:

- Legal framework developed and approved;
- 4 modules developed and available on the platform;
- Another 10 training modules on topics related to e-transformation and modernization of public services are in their final stage of development.

## Software licenses for MCloud hybridization



### Activity description

The constant increase in the MCloud workload convinced the Government of Moldova to extend the capability of the Private Government Cloud Platform to satisfy the central public administrations' needs.

MCloud was created in 2013 and by now, the Platform only partially meets the requirements of the Government institutions, as it is currently unable to provision new service capabilities or expand and improve existing implementations.

To overcome these issues, the present activity follows the next rationale:

1. Extend the current hardware and software MCloud infrastructure in order to be able to provision the required capacity for Government institutions in order to allow them to achieve their objectives related public service modernization;
2. Reuse the cloud service supplied by the Public Service provider to implement the Government Hybrid Cloud Infrastructure to overcome the human and financial resource shortage in the near future.

**Note:** In 2018, MCloud Platform was transferred to the Center for Information Technologies and Cyber Security (CITCS), based on the Government Decision no. 414, on data centers consolidation and rationalization of IT resources, issued on May 8, 2018 [https://www.legis.md/cautare/getResults?doc\\_id=119166&lang=ro](https://www.legis.md/cautare/getResults?doc_id=119166&lang=ro)

### Activity status – COMPLETED

The activity is resumed to the procurement, installation and configuration of 3 types of technical “on the shelf” products:

1. Subscription to public cloud (Azure subscription);
2. Licenses for the virtual environment for extending MCloud on premises (VMware);
3. Development of cloud access management solution.

### Achieved results:

#### In the current reporting period:

- All three types of products have been purchased, installed and configured.

### Critical aspects/ issues of Subcomponent 2.2

The activity *Front Office Digitization (FoD)* part of this subcomponent is planned to start by December 2020, compared to its revised period - October 2020. FoD Concept drafted during the current reporting period requires a multilateral agreement among involved institutions and an official approval at the level of the State Chancellery. FoD Technical Specifications are expected to be produced by the end of 2020.

## SUBCOMPONENT 2.3: IT MANAGEMENT AND CYBER SECURITY

*Training in cyber security, including development of the e-learning module*



### Activity description

Adoption of Cyber Security standards, policies and processes, requires revision of the standard approach to capacity building, used in the Government institutions, and introduce a new approach based on training via e-learning platforms, especially in the context of COVID-19 pandemics.

The objective of this activity is to develop 4 (four) Moodle e-learning modules for different roles in public institutions (Managers, Users, IT Administrators, Developers) in order to:

- Build the basic knowledge and skills in the area of information and cyber security principles and best practices among central public authorities;
- Create a security culture across central public authorities and keep boosting their capacities in the area of cyber security.

### Activity status – ONGOING

The activity is in full implementation, producing the envisaged deliverables – four modules dedicated to cyber security such as:

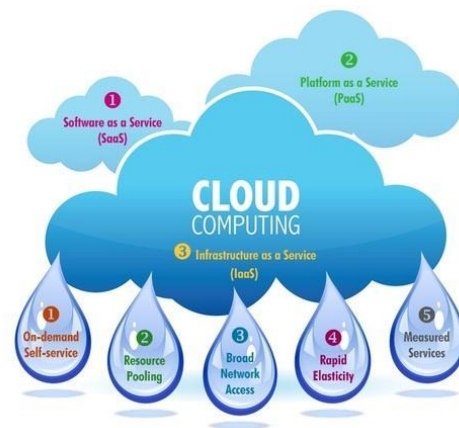
1. General Cyber Security training;
2. Cyber Security training for Managers;
3. Cyber Security training for System Administrators;
4. Cyber Security training for Developers.

### Achieved results

#### In the current reporting period:

- The first two modules developed, tested and uploaded on the e-learning platform.

*Developing standards and procedures related to cyber security for Government Private Cloud Computing Platform and IT Management of the Government IT Infrastructure*



### Activity description

**This activity is expected** to produce a series of MCloud operation controls documents, guidelines and trainings, as well as IT management and IT infrastructure procedures and standards to be used by central public authorities to manage and secure their IT infrastructure.

#### **Activity status – ONGOING**

The activity has just started (contract commencement date June 22, 2020).

#### **Achieved results**

The first results for this activity are expected during the next reporting period.

#### **Critical aspects/ issues of Subcomponent 2.3**

None.

## COMPONENT 3: SERVICES DELIVERY MODEL IMPLEMENTATION

### General overview of the implementation status in the reporting period

All activities under **Component 3** planned for implementation started and some of them already completed. These are activities related to the development of a couple of methodologies, such as **Methodology on Capability Assessment of Service Providers and Capability Development Plan**, **Methodology on Performance Framework Development for Service Providers**.

### SUBCOMPONENT 3.1: INSTITUTIONAL CAPABILITY DEVELOPMENT

#### *Methodology on Capability Assessment of Service Providers and Capability Development Plan*



#### Activity COMPLETED in a different reporting period

The full information about this particular activity was included in the Semestrial Progress Report issued on December 31, 2019 (<https://egov.md/en/transparency/reports/semestrial-project-progress-report-modernization-government-services-moldova>)

#### Critical aspects/ issues of Subcomponent 3.1

None.

### SUBCOMPONENT 3.3: ENHANCING PERFORMANCE IN SERVICE DELIVERY

#### *Methodology on performance framework development, implementation and assessment for service providers involved in the process of reengineering of public services and CUPS*



#### Activity description

This activity aims to:

1. Set up a Methodology to assist service providers and CUPS in development, implementation and assessment of the institutional performance frameworks;

2. Develop two institutional performance frameworks that cover objectives and performance indicators at the institutional level.

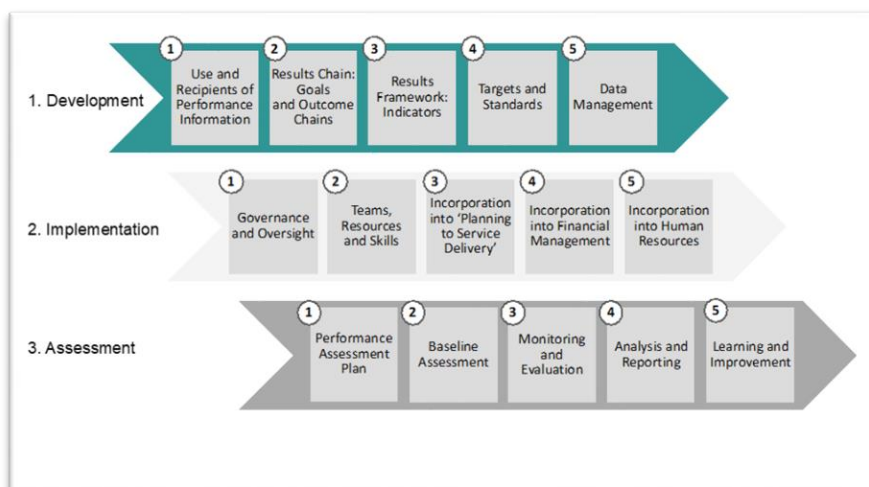
### Activity status – COMPLETED

The first draft of the Methodology on performance framework development, implementation and assessment for service providers involved in the process of reengineering of public services and CUPS, was submitted on February 2020. Shortly after, a workshop with relevant stakeholders to present the draft methodology and its practical application, to discuss and validate the potential bottlenecks and immediate actions was conducted (Media news: <https://www.egov.md/en/communication/news/methodology-development-implementation-and-evaluation-framework-institutional> )



The Methodology provides tools and step-by-step guidance, to assist service providers in the development, implementation and assessment of their Performance Framework.

**The Methodology comprises three stages:**



### Achieved results

#### In the reporting period:

- **Methodology on performance framework development, implementation and assessment for service providers** involved in the process of reengineering of public services and CUPS, developed.
- **Institutional Performance Frameworks developed** for two envisaged institutions.

### Critical aspects/ issues of Subcomponent 3.3

1. The high dependency of the activities foreseen in this subcomponent on the results produced under Component I and II, such as *Reengineering of Batch 1 and 2*, *CUPS piloting*, *Digitization of selected services*, still remains valid and affect the overall implementation timeline of Component 3
2. The restrictions imposed by COVID-19 situation in the country limited the direct interactions with the institutions and forced an ad-hoc re-planning in the organization of the necessary training for the development of institutional performance frameworks. The trainings with the involved Service Providers - Public Service Agency (PSA) and National House of Social Insurance (NHSI), have been divided in more sessions and performed online.

## Component 4 PROJECT MANAGEMENT

### General overview of the implementation status in the reporting period

Along with Component 1, 2 and 3 positive implementation records, Component 4 also pioneers with the fulfillment of all activities planned for the reporting period. Both subcomponents (4.1 and 4.2) develop well ensuring the necessary project management support for successful MGSP implementation.



### Critical aspects/ issues of Subcomponent

1. Although comprised of two categories of staff: employees funded under MGSP and employees funded from the state budget, the team is overwhelmed with multitasking both on the project side and on the pure institutional one. Parallel important activities in reengineering, CUPS, product and project management, digitization, legal area, communications, operations, procurement, finance, permanently increase in intensity.
2. MGSP supports the activity of quite an impressive number of eGA core team. At the time of MGSP design (2016) the budget envisaged for each of the positions from the core team was relatively competitive to the similar ones existent on the market.

## Conclusions and recommendations relevant for reporting period

During the period January – June 2020, MGSP project registered the first significant spiraling change in its implementation and consequently, disbursement, since its start (June 2018).



**The important strategic instruments applied by the State Chancellery and eGA to overcome the lags and accelerate the implementation, proved the positive effect.**

- **the support of the Project obtained at the highest level in the Government.** The Action Plan listing MGSP bottlenecks and common eGA, State Chancellery and Service Providers' tasks, endorsed by the Prime Minister, fostered the commitment of the Service Providers and other important MGSP stakeholders in the completion of the expected actions, raised their accountability and concluded a new attitude towards MGSP.
- **Government Decision on MGSP Implementation Measures** (Government Decision nr. 354/2020 as of June 10, 2020). It offers clarity to all Service Providers on each and every role attributed in the process of reengineering and digitization under MGSP, as well as in the alignment of the modernized services to a new modality of service provision. The document also sets a clear-cut framework for trilateral contracts and their flawless execution, fully accomplishing by such, the provisions of the Loan and Financial Agreements.
- **Agile implementation method** for the design, development, configuration and deployment of new information systems is the third strategic instrument applied to boost the production of results in MGSP and ensure constant disbursements.

COVID-19 pandemics and the stagnation in the activities of central public authorities for about 3 months affected the interaction among MGSP main stakeholders – eGA, State Chancellery and selected Service Providers. This totally unpredictable situation created some lags in the implementation of MGSP which eGA tried to compensate in the current reporting period and will continue to do so in the next reporting period. On the other side, in the last months, eGA was extremely productive in: i) the internal drafting of normative documentation for the new M-products, the Nomenclature of Administrative Public Services; ii) the conceptualization of the Registry of Public Services, the Front Office Digitization; and iii) the organization of an impressive list of procurements that committed considerable amounts for future disbursement.

