Moldova: GovTech and Modernization of Government Services

*Breakout Session F - GovTech*

*Presented by*
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THE STORY

1. Promoting the principles of open government
2. Public service digitization
3. Reengineering of public services and operational processes
4. Providing modern channels of access to public services
5. Shared government technology platform
6. Data center consolidation
7. Implementation of enterprise architecture
8. Implementation of interoperability framework
9. Ensuring information security
10. Application of innovative technologies
11. IT capacity building in public sector
12. Intelligent IT investments in the public sector
13. Enabling a favorable regulatory, policy and standards framework
E-Services – what we started with

• Scarce information about public services
  • No one knew how many services the government is providing. Difficult to find information about them. Mostly incomplete or incorrect information.

• Only a few e-services were available, most of which informational or interactional;

• Multiple services portals (civil registration, cadaster, tax etc.);

• No possibility to make online payments;

• No practical possibility to apply remotely for services and digitally sign service requests;
• A shared e-governance platform was designed to facilitate development of sectorial e-services.

• All cross-cutting functionalities such as authentication, authorization, payments, notification, logging, data exchange and others where implemented as microservices and are being used by most of sectorial public services.

• The information on administrative services was aggregated in a single portal with references to other resources if needed.

• A private government cloud was designed and implemented.

• An innovative data exchange infrastructure was set up.
IMPLEMENTED ACTIONS

• More than 20 sectorial e-services were implemented, including quick wins
  • High-impact, quick yielding
  • High number of users
  • Adequate business processes in place
  • Back-office infrastructure in place

• Two archives have been digitized – more than 14 million of civil status documents and more than 20 million of cadaster documents were scanned, indexed and made available on demand.

• More than 5000 public servants were trained on various digital government topics.
SERVICES REENGINEERING

RATIONALIZATION
- Eliminate obsolete services
- Consolidate related services
- Identify life scenarios and business events
- Review and simplify general legal framework

REENGINEERING
- Administrative streamlining
- Business process optimization
- Eliminate un-necessary documents
- Review and simplify specific legal framework

DIGITIZATION
- Business process automation
- Mechanisms to apply and deliver services online
- Mechanisms to check application status
- Inter-agency data exchange

DELIVERY
- Multiple delivery channels
- Deliver central services locally
- Customer-centered delivery
- Quality and delivery standards
- Continuous improvement

COORDINATION AND PROGRAM/PROJECT MANAGEMENT

MONITORING AND CONTROL

COMMUNICATION, TRAINING AND MARKETING

BUILDING EFFECTIVE, ACCOUNTABLE, AND INCLUSIVE INSTITUTIONS
EUROPE AND CENTRAL ASIA GOVERNANCE CONFERENCE
**PRINCIPLES OF REENGINEERING**

- Reengineering is a fundamental rethinking and radical remodeling of processes, with the goal of producing major changes in key performance indicators such as cost, quality and speed of service delivery.

**CITIZEN CENTRICITY**
- Service by default,
- Proactivity
- Trust the citizen

**OMNICHANNEL DELIVERY**
- Delivery using integrated one-stop-shops, online, call center, kiosks. Possibility to chose the preferred channels

**SIMPIFICATION AND STANDARDIZATION**
- Unified experience
- Predictability

**MINIMUM DOCUMENTS**
- Do not ask for documents which exist in official data sources

**USE IT SOLUTIONS**
- Online submission and delivery
- Check status online
- Data exchange
RESULTS

• High uptake of e-services – for most e-services uptake index is higher than 75%.

• Significantly reduced number of permissive acts due to data exchange between authorities
  • from 470 in 2015 to 130 in 2018

• Entirely electronic business reporting
  • 2.2 million digital signatures per month applied.

• Development of new sectorial e-services became much simpler and faster.
RESULTS

- Possibility to pay for services with any of legally allowed payment tools, including bank card, online banking, e-money, cash.

- Significantly reduced costs for payment processing
  - From 22 million MDL annually to 4 million MDL

- Significantly reduced costs for qualified digital signature kit
  - from 100 USD in 2010 to 10 USD in 2019
  - the cost of a mobile digital signature is as low as 0.012 USD

- Reduced costs on DC electricity (by ~40%)
1. Consider enterprise architecture.
2. Use of open standards.
3. Reuse of services, platforms and infrastructures.
4. Partnership with private sector.
5. Identify quick wins and use them to buy time for development of fundamental platforms.
6. Choose your battles.
7. Consider regional markets and cooperation.
THANK YOU!

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