



EUROPE AND CENTRAL ASIA
REGIONAL GOVERNANCE CONFERENCE

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Moldova: GovTech and Modernization of Government Services

Breakout Session F - GovTech

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SIGMA
Creating Change Together





THE STORY





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;

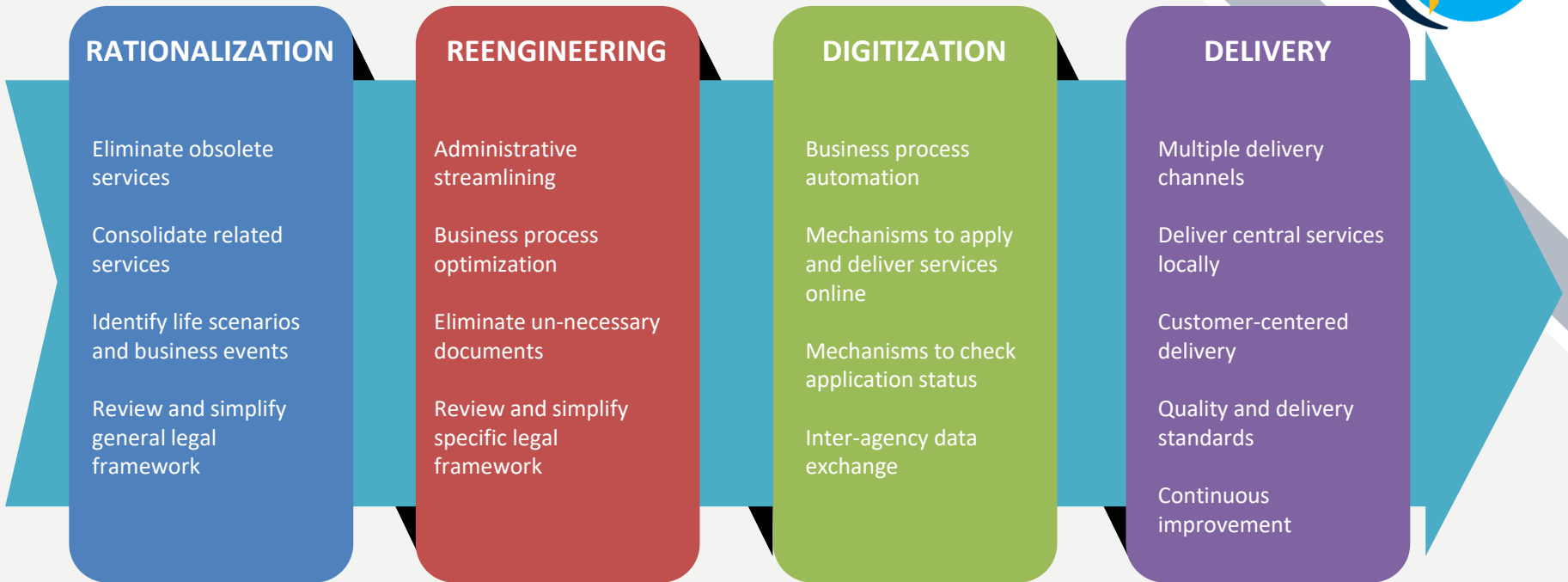
Reusable e-Governance Microservices



- 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 were 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.



- 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.



COORDINATION AND PROGRAM/PROJECT MANAGEMENT

MONITORING AND CONTROL

COMMUNICATION, TRAINING AND MARKETING

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

01

CITIZEN CENTRICITY

Service by default,
Proactivity
Trust the citizen

02

OMNICHANNEL DELIVERY

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

04

MINIMUM DOCUMENTS

Do not ask for documents which exist in official data sources

03

SIMPLIFICATION AND STANDARDIZATION

Unified experience
Predictability

05

USE IT SOLUTIONS

Online submission and delivery
Check status online
Data exchange



- 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.



- 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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Questions?

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