



***THE EUROPE AND CENTRAL ASIA REGION CAPACITY
DEVELOPMENT TRUST FUND***

ECAPDEV MULTI-DONOR GRANT

Moldova e-Government Center
Quarterly Report on ECAPDEV activities
Quarter 4-2017



Project Development Objective:

To assist the Government of the Republic of Moldova to ensure high quality and timely preparation of the future [Modernization of Governmental Services Project](#), which would address government challenges in enhancing public services delivery.

Scope: Support to Preparation of Modernization of Government Services Project in Moldova (MGSP)

Grant Agreement signing: April 29, 2016

Grant Amount: USD 247,000

Donor: MULTIPLE DONORS

Implementing Entities: the State Chancellery and e-Government Center

Period of implementation: June 9, 2016 - December 9, 2017

Operational closing period: April 9, 2018

Expected Outcomes:

- 1. Action plan and economic analysis for public services modernization reform for 2017-2021 to ensure delivery of high-quality, prompt, affordable, transparent, and cost-efficient services to as many Moldovan citizens as possible;**
- 2. Strategic action plan for the project component on aligning human resources with the new model of service delivery;**
- 3. Re-use of existing e-Governance / e-services infrastructure by ministries and agencies**



Key Outputs. Methodology & Approach:

- **Costed action plan & economic analysis** for public services modernization reform in 2017- 2021 to ensure delivery of high-quality, prompt, affordable, transparent and cost-efficient services to citizens;
- **Criteria for prioritization of public services** for business process reengineering;
- **Approach to horizontal review** of public services, including criteria for the services elimination and consolidation;
- **Public services reengineering Methodology & toolkit**, outlining requirements for participative, user-centric approaches updated;





Key Outputs. *Human Resources Management:*

- **Assessment and recommendations on improvement of Human Resources Management procedures**, including professional development for staff involved in the modernization of public services and public service delivery;
- **Methodology for implementation of HRM procedures** in line with the new model of services delivery;
- **Methodology for staffing reviews and strategic re-staffing for public institutions** to enhance the performance and motivations in the context of citizen-centric public service redesign and service delivery;
- **Methodology for training needs analysis and training plan** development and implementation for staff involved in the modernization of public services and public services delivery;
- **Training** (Workshop) to a group of 15 representatives of State Chancellery to identify the main findings and recommendations on future steps to streamline the HRM related changes meant to ensure the proper HRM framework under MGSP <https://goo.gl/mKnVE2>.



Key Outputs. Set 1:

1. **Technical specifications for a range of e-Government platforms & information systems** (new or upgraded) needed for MGSP successful implementation:



Platforms

- **Digitization of front offices** for public service delivery - a freely available web resource allowing citizens and businesses to submit online requests for public services (that are currently available offline), digitally sign the requests, pay any associated fees and monitor status of their request for 15 public services;
- **MDocs** a Government multitenant e-doc exchange & archiving center, to facilitate e-doc exchange within and between public sector organizations as well as streamline doc exchange between public services providers and consumers;
- **Unified Client Support (UCS)** will provide a common & unified experience for all public services having the functionality of registering, processing, tracking requests and incidents as well as reporting tooling;
- **MPay version 2.0** - a major upgrade to existing Governmental Service for Electronic Payments Mpay (www.mpay.gov.md) which will extend payment functionality, enabling different payment scenarios needed for reengineered services;
- **MNotify** will leverage existing eGov platforms in order to provide citizens and business with proper feedback from the service providers using their preferred communication channels (email, SMS, social networks etc.);



- **MDelivery** - an e-Government platform service intended to facilitate the services delivery process and hide away the complexities of physical parcel movement, sorting and tracking;
- **Identity Resolver** envisages a new micro-service extending identity and data exchange infrastructures capable to convert one type of identity into another based on some contextual information;
- **Authorization Registry** will make it possible for private individuals to act on behalf of legal entities without physically going to service providers' offices;
- **Internal Certification Authority** aims to automate the process of re/issuing and update of digital certificates used in inter systems communication and ensure higher security and reliability of public service deliver;
- **Server-side mobile signature** will complement existing client-side mobile signature with new functionality as an alternative to extend signing scenarios by introducing multiple document and batch signing;
- **Semantic Catalogue** – a metadata vocabulary necessary for the successful implementation of MConnect initiative and data exchange between institutions based on Governmental interoperability platforms;





Key Outputs. Set 2:

Gender Equity & Citizen Engagement Report on most effective identified entry points to mainstream gender, social inclusion, and citizen engagement in the context of MGSP implementation including:



- Analysis of possibilities and entry points of how to best support the mainstreaming of gender and citizen engagement throughout the project activities of the MGSP;
- Specific recommendations based on an analysis of social, political and economic challenges for citizens, in particular for women and girls, to engage in governance processes;
- A detailed framework for gender-inclusive citizen engagement and an 'infrastructure' for it by proposing specific tools and mechanisms for the implementation and evaluation of the MGSP and to raise public awareness on the availability of the project's "products" such as reengineered services, e-services, e-platforms, unified services access points in their localities etc.



Key Outputs. Set 3:

Quality Assurance Framework to re-use of existing e-services infrastructure by line ministries and agencies, to ensure e-services implementation from the project start:

- Software quality assurance framework developed, to provide e-Government Centre with a set of Quality Assurance standards, good practices and recommendations to be used for future information systems development;
- Recommendations for improving and align e-Government Centre operational processes with strategic quality assurance goals & objectives;
- Advise on deliverables to be provided by software solutions providers to ensure proper quality of the product.



Key outcomes expected:

Financial audit of ECAPDEV Grant:



- Comments and observations on the accounting records, systems, and controls examined during the audit;



- Specific deficiencies and areas of weakness in systems and controls;
- Recommendations for improvement;



- Report on instances of non-compliance with the terms of the financial agreement(s);
- Report on expenditures considered to be ineligible and either paid out of the designated account(s) or claimed from the WB (if any).