

Few years from nothing to everything online



Transformation or optimization? Both (FIE e-cazier (Criminal Record) vs e-health)

How does the future look for digital technology in public sector?
From which perspective?

How we could use blockchain to provide better services and
bring government closer to the people?

Challenges of e-governance in EaP countries



Anticipative and preemptive public services, at different stages of life

Not telling what to do but offering options to consider

Parental benefits

Kindergarten and school places

Driver licenses

E-Health. Warning system. General advices. When to go to doctor checkups?

Robot Judge

Language processing

anticipative business processes

automatic billing and accounting

Court stenographers

Icebreakers routes

Job offers system: 72% AI vs 58% Human advice

Farming subsidies based on satellite images

Realities vs Challenges

Example: e-Government in Moldova - 9 years

Practically all necessary ingredients are implemented, starting with the infrastructure such as smart ID, mobile ID, MCloud and ending with services such as authentication and authorization (MPass), the electronic signature including the mobile one (MSign), notifications (MNotify), journaling (MLog) or interoperability (Moldovan ESB - MConnect). 170 electronic services have been developed

But all these are used by a very small number of people, overall



Political will - things resolve relatively quickly when someone from above understands the problem and the advantages of the e-Government solution. Examples: journalists access to information about companies and individuals, E-Criminal Record, Health Advice Hotline.

Assimilation - a good part of the population is far from information technologies. In capitals and large cities the knowledge is superficial. In regions and rural areas is almost non-existent.

Bureaucracy, Resistance, Sabotage - It is very difficult to convince an agency that provides public services to accept e-services. An official from the civil status department will never understand a citizen who has to stand in line at 4 in the morning to obtain the duplicate of a civil status document.

Data Protection Argument to do nothing. Sometime much more restrictive than GDPR

Lack of clear, simple, affordable, unified, widespread log-in tools with the possibility to sign digitally. Existing tools are used by a marginal number of citizens

Very low popularization of services, at the local level especially.

Low level of involvement and co-creation btw government, business, academia, think tanks, regional and local administration, people.

Low level of digital literacy

Services are not user-friendly, sometimes complicated and ambiguous to access

Lack of leadership.
Technology, resources are not a problem
RM Parliament



E-Embassy of Moldova to Estonia example



Thank you!

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