



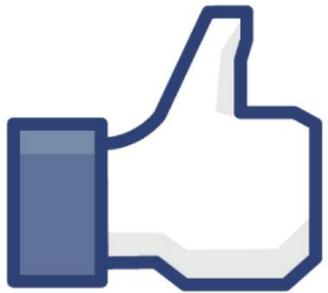
# **MOLDOVA e-TRANSFORMATION: ACHIEVEMENTS, CHALLENGES, OPPORTUNITIES**

**MOLDOVA E-GOVERNMENT AGENCY**





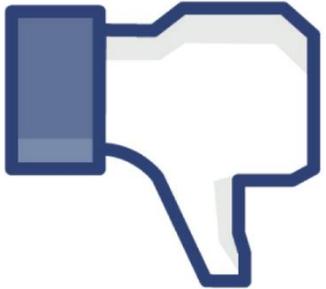
2010



- 7 major Internet service providers
- High level of access to broadband Internet - 92% of settlements are connected to the fiber-optic network
- Coverage of mobile communication - 95% (from 2011 4G)
- The penetration level of mobile communication is 88%
- The average level of computer literacy of the population
- The main registers operate successfully: the register of the population, legal units, vehicles, drivers and cadastral objects
- The national infrastructure of PKI

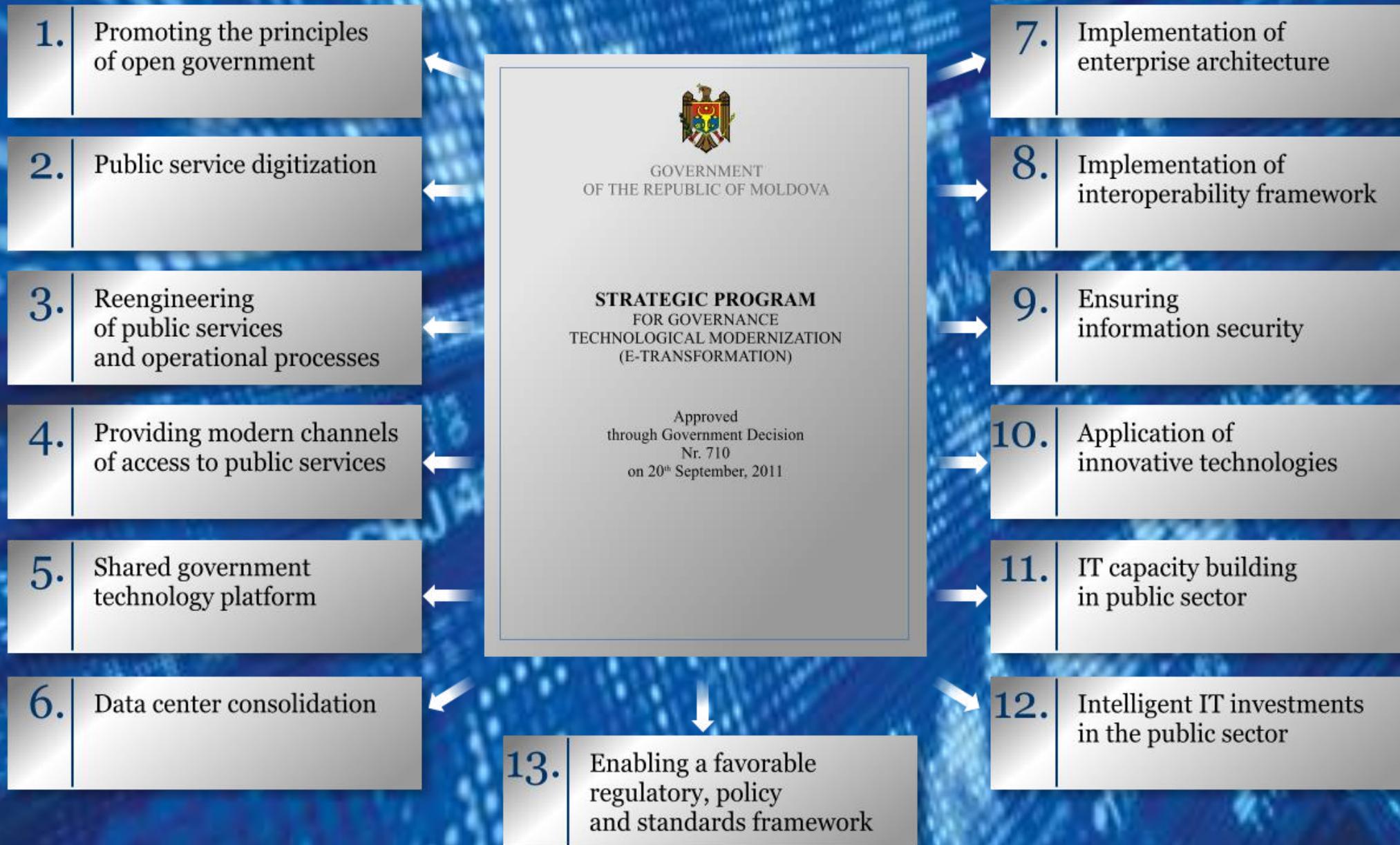


2010



- Low level of automation of business processes in public institutions
- A total of 12 electronic services and a low level of trust in them
- Very low level of digital signature uptake
- It is very difficult to access information of public interest
- Low level of confidence in the government from the private sector. There is no public-private partnership in the field of ICT.

# STRATEGIC PROGRAM FOR GOVERNANCE E-TRANSFORMATION





Now  
days



- **An environment** based on modern technologies has been created and launched, **facilitating the rapid development and efficient operation of electronic services** for the public and business
- With the help of this environment **over the past 5 years, more than 70 e-services have been created**, so the total number of electronic services available today is 166
- **An open government platform has been created**, including an open data platform with about 1100 data sets published on a periodic basis. Based on the public open data, about **30 applications were developed by civil society**.
- The basic infrastructure is created in **partnership with the private sector**.

# ELECTRONIC SERVICES INFRASTRUCTURE



# CHALLENGES

- Low uptake of e-services
- No E-Governance at local administration level
- No infrastructure at local administration
- It is still expensive for citizens (e-certificates)
- Low involvement of private sector in e-agenda implementation
- Political instability  
(7 Governments in last 5 years)



- Public services modernization (obsolete services must be eliminated)
- The same environment and behavior for central and local authorities: Web page, E-mail
- Availability of e-certificate: from 1 year to 3 years
- Data collection and availability → Smart city!
- Development of the Citizen Portal (similar to Estonia or Czech Republic experience)
- Open government for citizens. E-services for local administration
- Development of the local e-strategy concept
- Implementation of Unified Service Provider Center (one stop shop for local authorities)





# THANK YOU!

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