



CENTRAL ASIAN
INTERNET GOVERNANCE FORUM



E-Government – Moldova's Experience and Future Perspectives

ALEXANDRU DONOS

ProDataLex

DEKAT Company LTD



// Dushanbe , Tadzhikistan
22-23 June, 2017

By 2020 all public services will be digitized.

Government Decision Nr. 710 from 20.09.2011



587 PUBLIC SERVICES

131 E-SERVICES

~220 PUBLIC SERVICES
E-SERVICES

ELECTRONIC SERVICES INFRASTRUCTURE



E-GOVERNANCE PLATFORMS



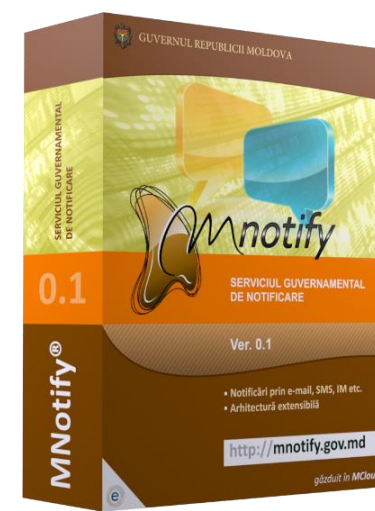
GOVERNMENT PUBLIC SERVICES PORTAL

1. One-stop shop for all public services;
2. Information on more than 520 public services;
3. 131 electronic services are ready to be consumed.
4. 1700 visitors per day



GOVERNMENT OPEN DATA PLATFORM

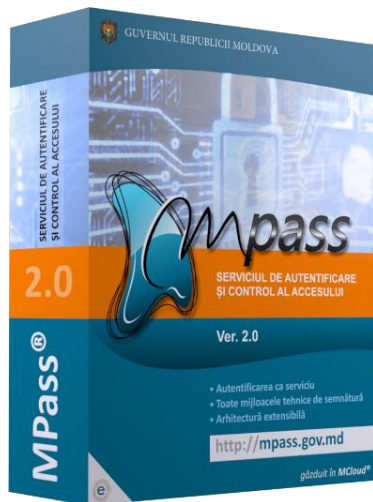
1. Makes public data really public!
2. Reusable, machine readable data.
3. 899 datasets from 48 authorities
4. 29 applications created by community



GOVERNMENT NOTIFICATION SERVICE

1. Communication with citizens through different communication channels

E-GOVERNANCE PLATFORMS



GOVERNMENT IDENTITY SERVICE

1. Strong authentication for all connected information systems
2. Single sign-in/sign-out
3. All qualified electronic signature types supported
4. Supports Mobile ID
5. 40 IT systems integrated



GOVERNMENT E-SIGNATURE SERVICE

1. Gives electronic documents or transactions legal force
2. All qualified electronic signature types supported, including Mobile ID
3. Simple technical interfaces
4. 45 IT systems integrated



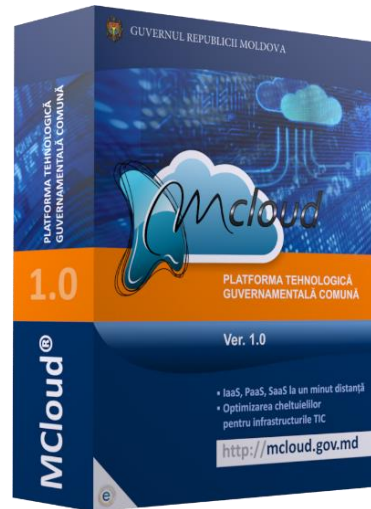
MOBILE SIGNATURE

1. Accessible electronic signature for everyone
2. Accessible to over 90% of mobile subscribers
3. Simple way to sign documents online!
4. 55 000 subscribers
5. Circa 130 000 signatures per month



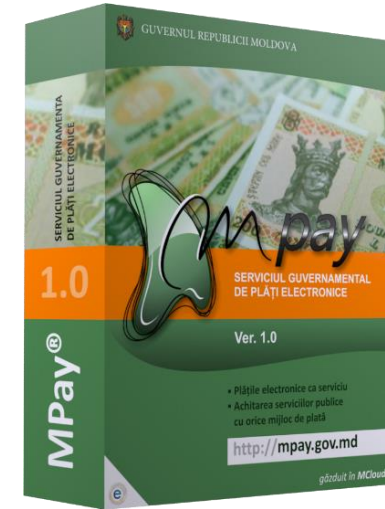
GOVERNMENT INTEROPERABILITY PLATFORM

1. Facilitates data exchange between authorities in a unified technical and contractual way
2. 60 integration projects involving 21 authorities



GOVERNMENT CLOUD PLATFORM

1. Get the computational resources in minutes!
2. No lengthy procurement processes!
3. Secure, reliable, always available!
4. Hosts 29 authorities



GOVERNMENT PAYMENT SERVICE

1. Facilitates payments for public services
2. All payment tools are supported, including bank cards, internet banking, cash
3. All banks, cash-in terminals and post offices are connected.
4. Over 2 million transactions
5. Over 400 million lei paid to state budget



MOBILE SIGNATURE

1. Accessible electronic signature for everyone
2. Accessible to over 90% of mobile subscribers
3. Simple way to sign documents online!
4. 55 000 subscribers
5. Circa 110 000 signatures per month

- Law nr. 91 from 27.06.2014 on electronic signature and electronic document:
 - Art. 5. (2) The advanced qualified electronic signature is equivalent to handwritten signature on paper.
- Government Decision Nr. 320 from 28.03.2006 on use of digital signatures in public sector
- Technical regulations on digital signature – Intelligence and Security Service order nr. 64 from 07.12.2006
- Government Decision Nr. 945 from 05.09.2005 on certifications authorities

- CA – any legal entity providing digital certification and signature services
- CA are organized in hierarchical structure:
 - **Root CA** provide services to SubRoot certification authorities;
 - **SubRoot level** providing services to citizens and legal entities.



Root CA – Intelligence and Security Service
of the Republic of Moldova



SubRoot level:

- SOE Center for Special Telecommunications
- SOE Center for State Information Resources Registru
- SOE FiscServInform (Tax Authority IT department)



DIGITAL SIGNATURE SIGNING TECHNOLOGY



2006

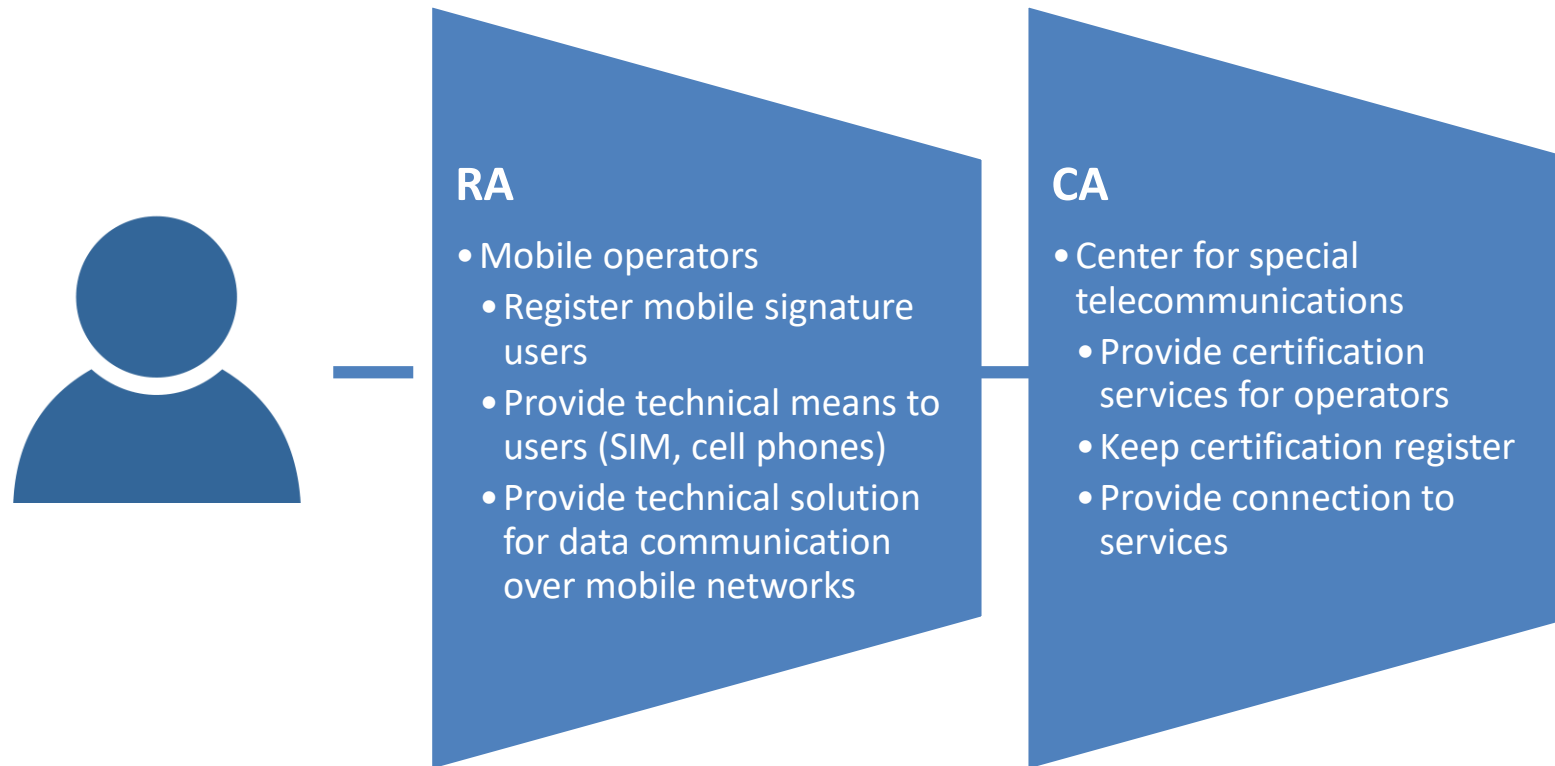
2011

09/2012

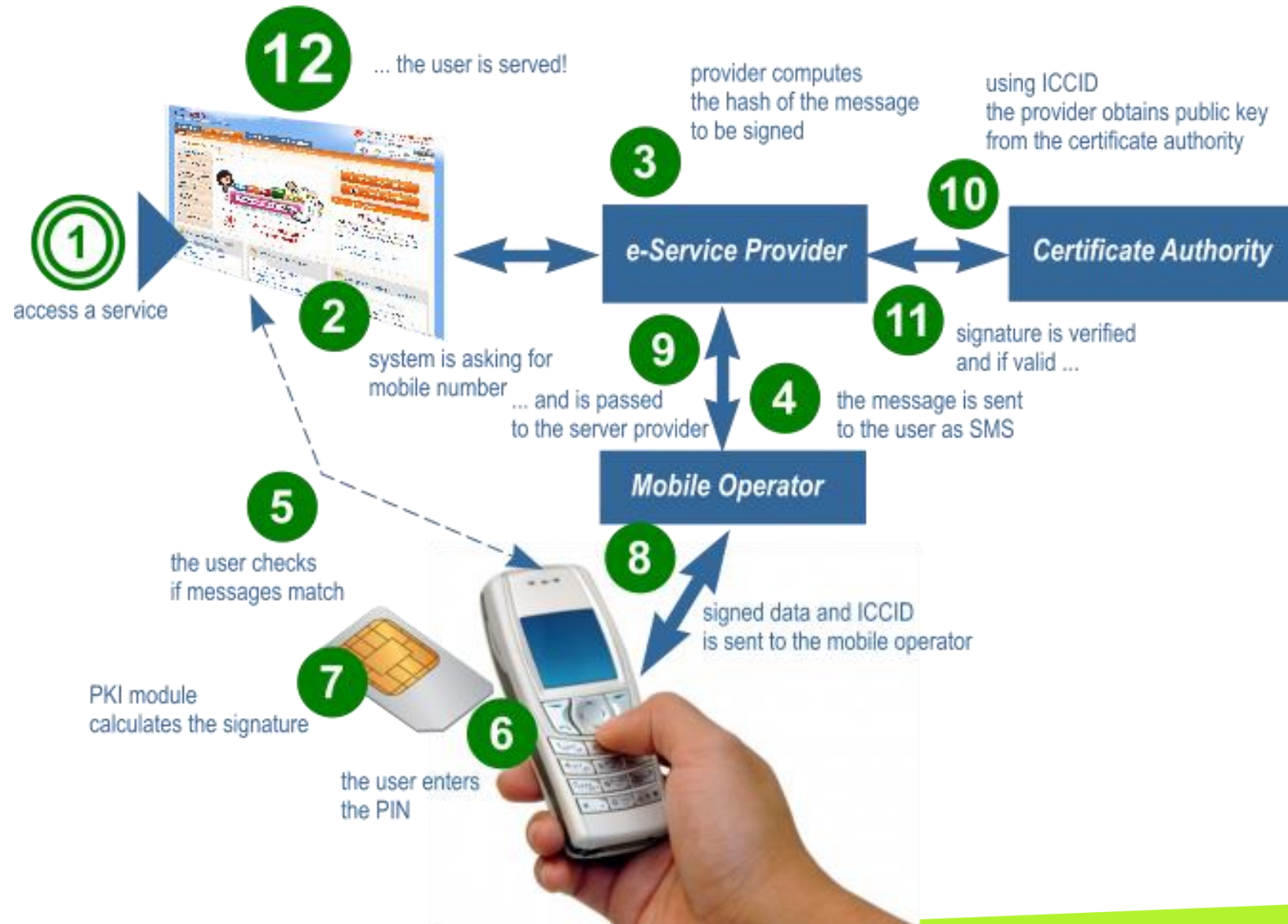
05/2014

- **What implementation model to use for mobile e-ID?**
 - Client-side (Estonian model)
 - Server-side (Austrian model)

DISTRIBUTION OF CORE COMPETENCIES



USAGE SCENARIO



BEST M-GOVERNMENT INITIATIVE AWARD



Government of Moldova wins the Best m-Government Initiative Award.

This award is for the government who has embraced mobile technologies as an opportunity to leverage the potential of mobile to improve government initiatives.

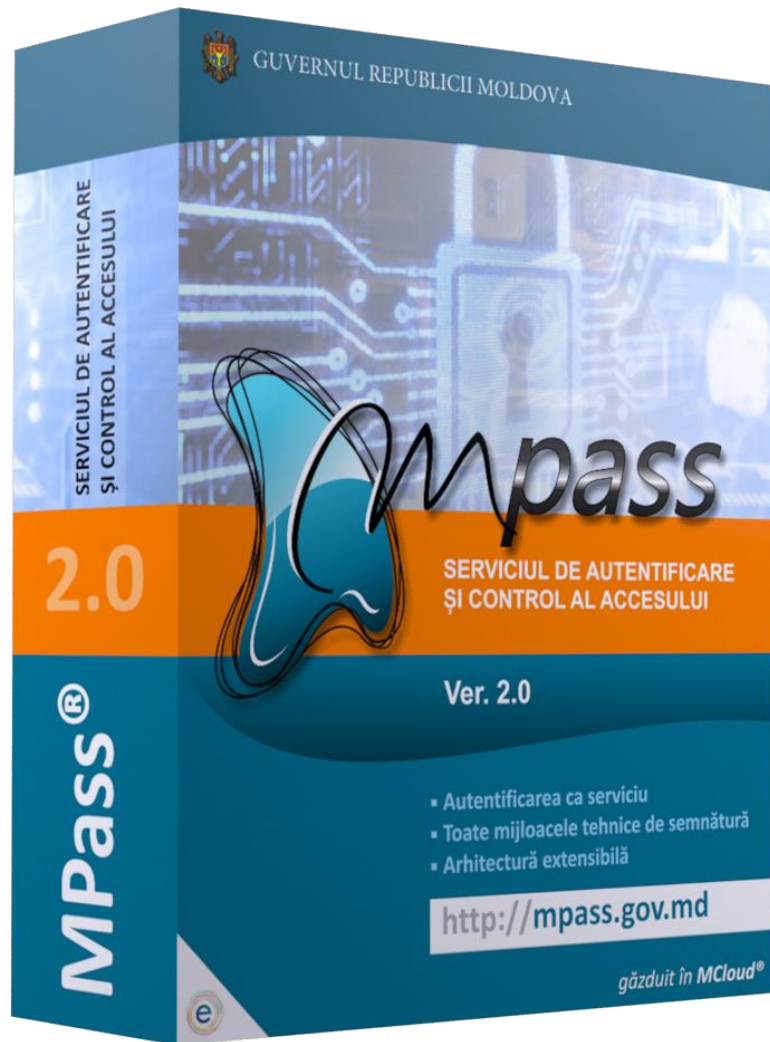
<http://www.gsma.com/newsroom/gsma-announces-winners-of-the-2013-global-mobile-awards>



Barcelona | 25 – 28 February 2013

About the GSMA

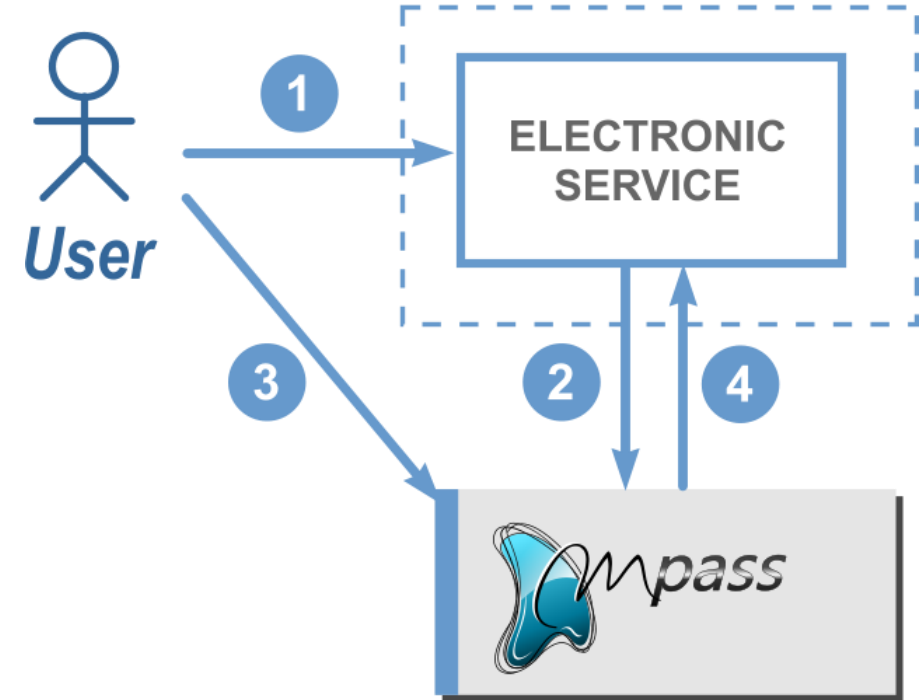
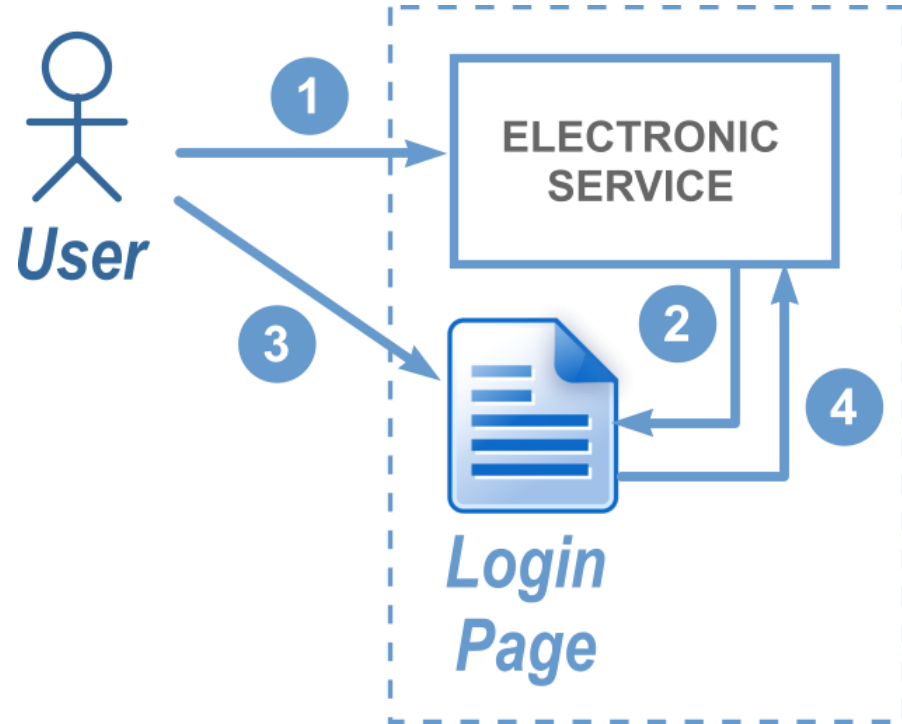
The GSMA represents the interests of mobile operators worldwide. Spanning more than 220 countries, the GSMA unites nearly 800 of the world's mobile operators with more than 230 companies in the broader mobile ecosystem, including handset makers, software companies, equipment providers and Internet companies, as well as organisations in industry sectors such as financial services, healthcare, media, transport and utilities. The GSMA also produces industry-leading events such as the Mobile World Congress and Mobile Asia Expo.



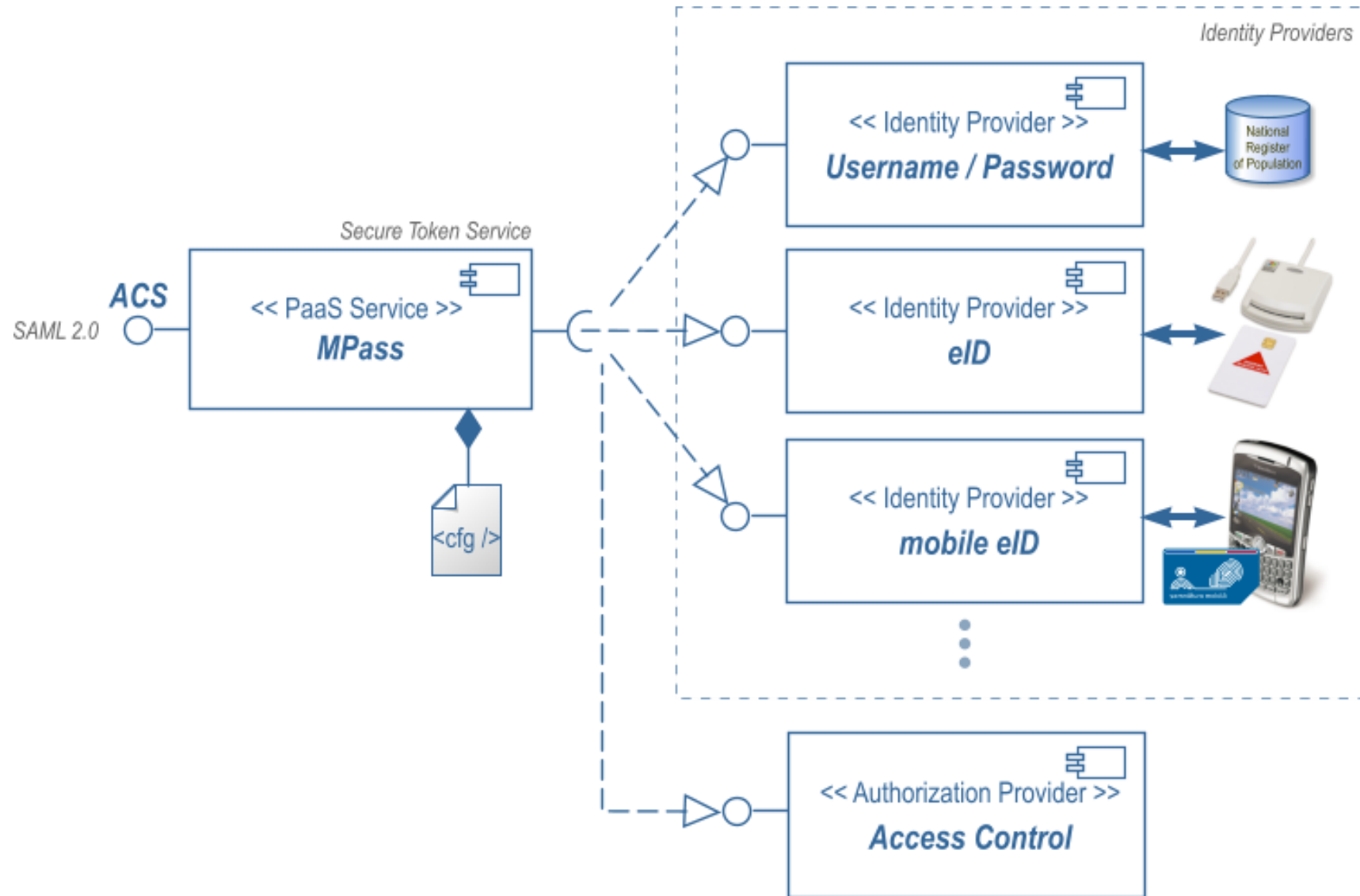
GOVERNMENTAL IDENTITY SERVICE

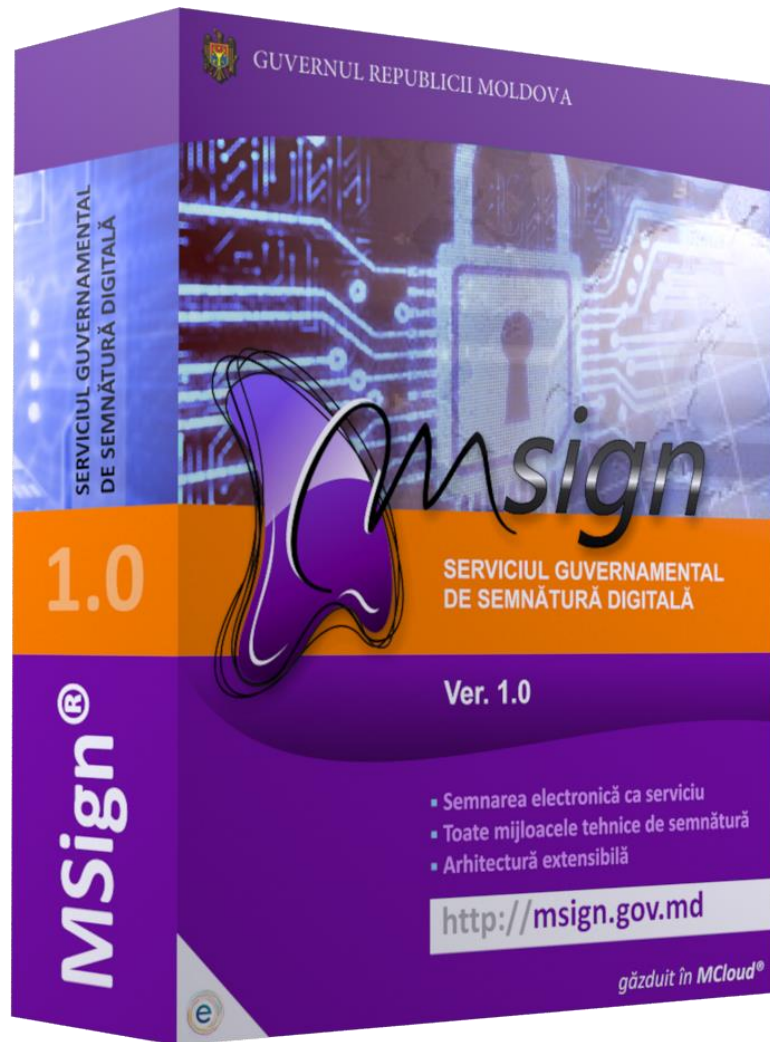
1. Strong authentication for all connected information systems
2. Single sign-in/sign-out
3. All qualified electronic signature types supported
4. Supports Mobile ID
5. 30 IT systems integrated

E-SERVICES INTERACTION WITH MPASS



MPass[®] - IDENTITY SERVICE ARCHITECTURE

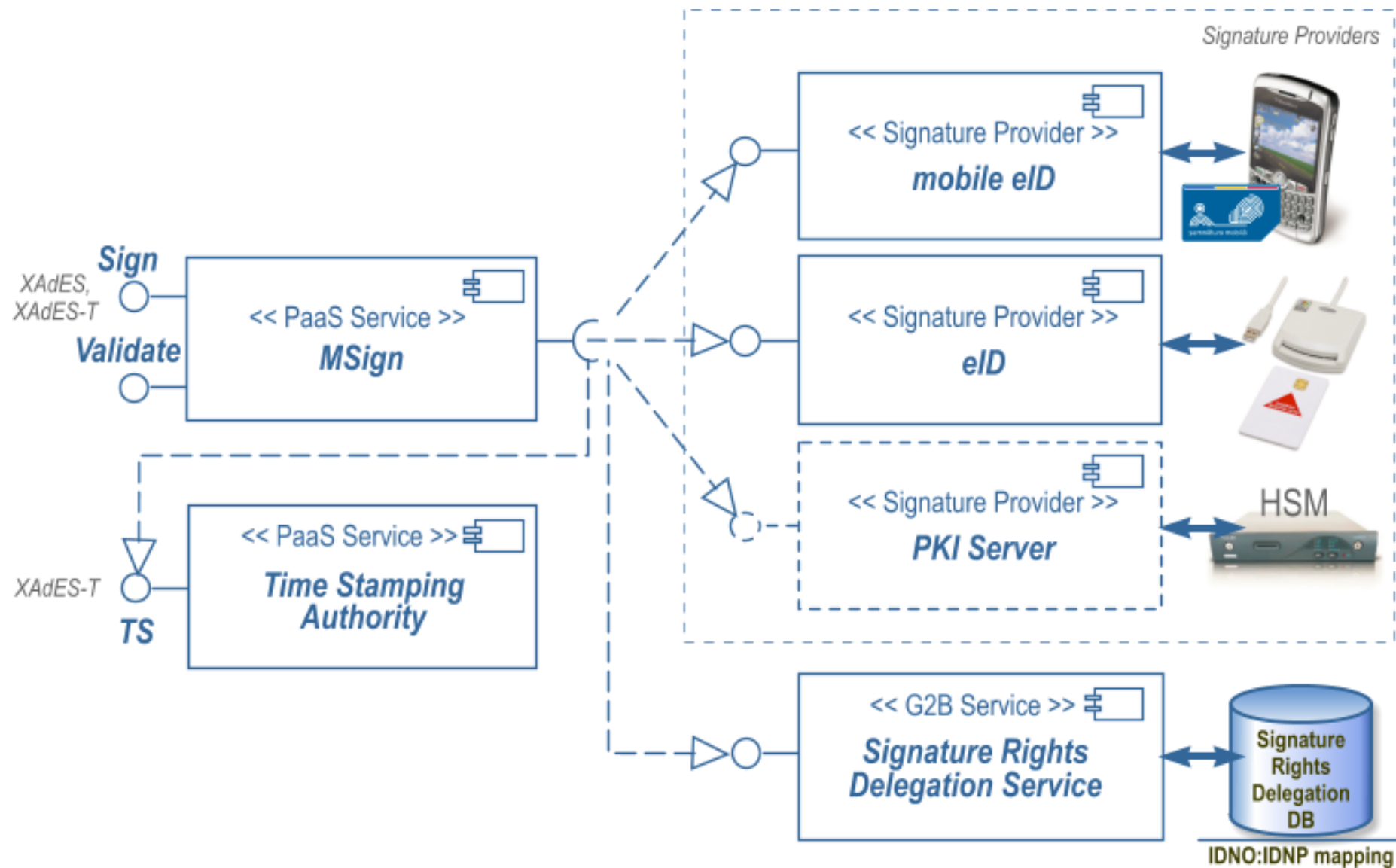




GOVERNMENTAL ELECTRONIC SIGNATURE SERVICE

1. Gives electronic documents or transactions legal force
2. All qualified electronic signature types supported, including Mobile ID
3. Simple technical interfaces
4. 40 IT systems integrated

MSign® - ELECTRONIC SIGNATURE SERVICE ARCHITECTURE



- Adopt standards for the container (signed content with signatures)
- Extend the certificate validity period for minimum 3 years
- Register of electronic signature mandates (*rom. Registrul Împuternicirilor*)
- Tools for simplified counter signing
- Integrate more services

FREQUENTLY ASKED QUESTIONS

- Is “digital signature” compliant with current legislation?
 - Fully. The service is compliant with national legislation on digital signature and has all necessary certifications.
- Is it possible to sign as a legal entity?
 - Yes. Legal entity administrator can mandate other persons to sign on behalf of the legal entity.
- Is the API open and available?
 - The API will be open and freely available started from November ‘12, once it will be adequately documented.
- How much will cost “digital signature” to regular citizen?
 - Mobile operator will announce the prices soon. The lowest price for the service is 10 lei/month including 10 signatures.

- Will the platform be available for use in commercial services?
 - Yes. The entire authentication and signing infrastructure will be available for use in commercial services on contract base.
- Is the service available from roaming?
 - Yes.
- For what types of phones is this service available?
 - Practically on any phone supporting receiving and sending SMSs.

- Future development for e-government services
- Mobile e-passport
- Electronical tenders for public authority
- Participation in electronic trading
- Mobile banking
- E-money
- E-tickets
- Electronic line, access control and time control systems
- E-logistics (electronic revenues and expenses);
- E-visa, e-insurance, etc.



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THANK YOU!

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CAIGF



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