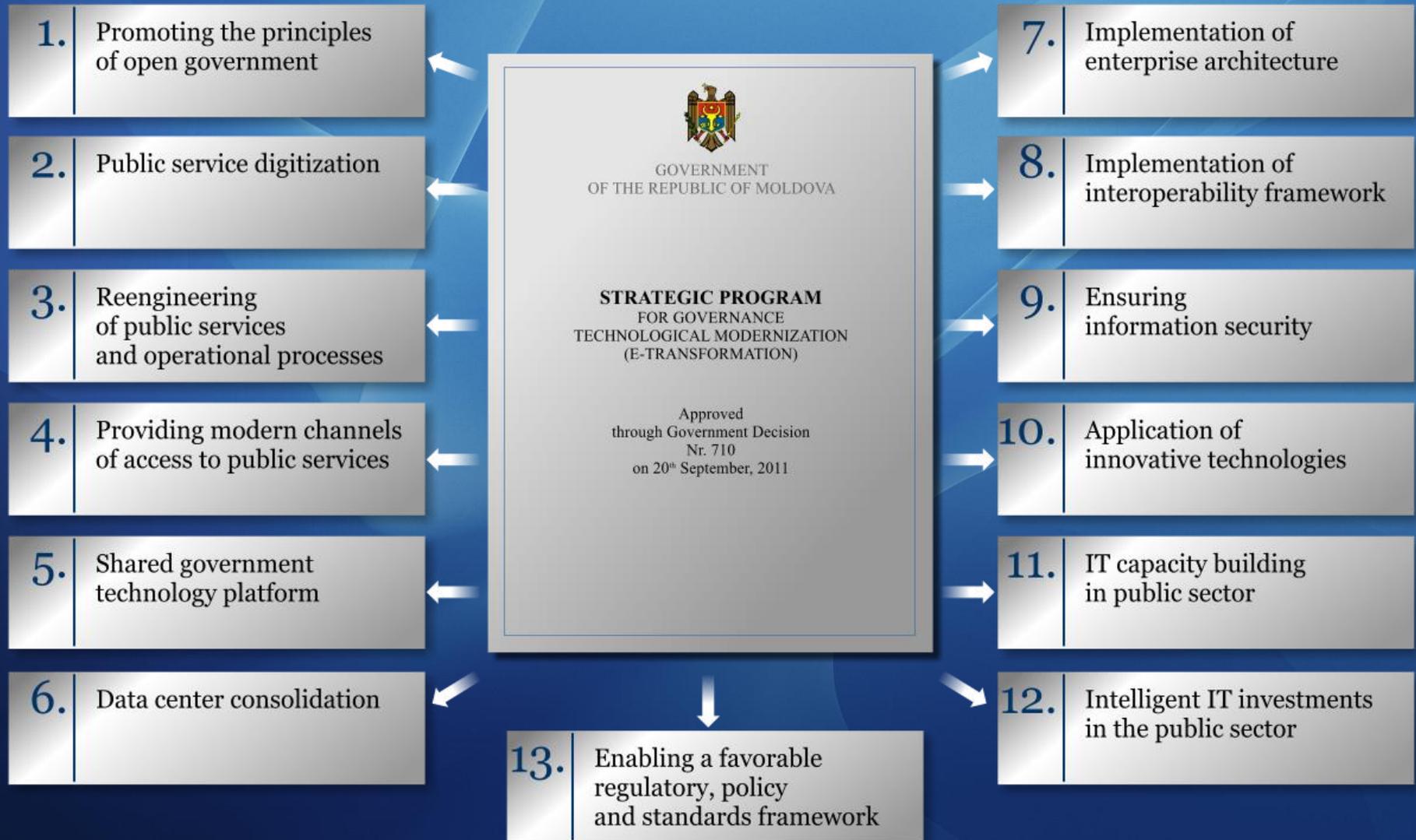




M-CLOUD: E-GOVERNANCE TECHNOLOGY PLATFORM



Strategic Program for Governance Technological Modernization



Digital Moldova 2020



This strategy document was developed based on the “Digital Agenda for Europe 2020”, as well as other successful international practices in this field.

The strategy is focused on four primary objective groups:

- Infrastructure and access,
- Content and services,
- Knowledge and abilities,
- Competitiveness based on ICT.

The representatives of State Chancellery, ministries, development partners, Academy of Science of Moldova and private sector have been invited to participate in public debates regarding this draft.





Reform Program of Public Services for 2012-2015

Government Decision Nr. 797 (26.10.2012)

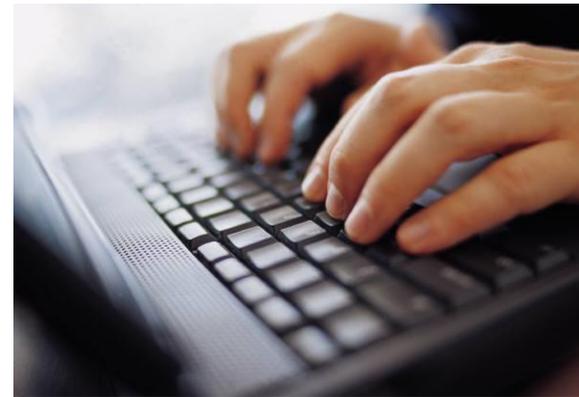


- Complex Reform of 587 public services (CPA)
- Quality Standards , evaluation indicators and citizens report cards
- Methodology for public services' tariffs
- Registry of public services, AND
- E-Government to cut bureaucracy, administrative costs, inefficiency and low level of productivity

e-Transformation Objective for public services



By 2020 all public services will be digitized
and accessible for citizens and businesses
from Public Services Portal.



Digital by Default: e-Services Delivery Model



Principles

- Security by Design;
- Mobile by default Policy;
- Web to Mobile – Content portability;
- Publish APIs;
- Open Data by Default;
- Cloud First Policy;
- Shared by Default.

What about the platform?



Do we have
the **adequate technology platform**
in place?

Modernized Government IT Platform Key Principles



- **Modern** – the architecture should use modern, yet well proven technology stack
- **Cost efficiency** – the architecture should lead to optimal operational costs
- **Modular** – services should be organized as pluggable modules to facilitate flexibility, maintainability and scalability
- **Simple** – every module should follow “single responsibility” design principle, thus should be kept as simple as possible
- **Accessible** – the architecture should be built exclusively using open standards
- **Re-use** – the architecture should reuse existing information assets whenever is appropriate



Our answer to these challenges is ***M-Cloud*** - Moldova's e-governance technology platform based on cloud computing.

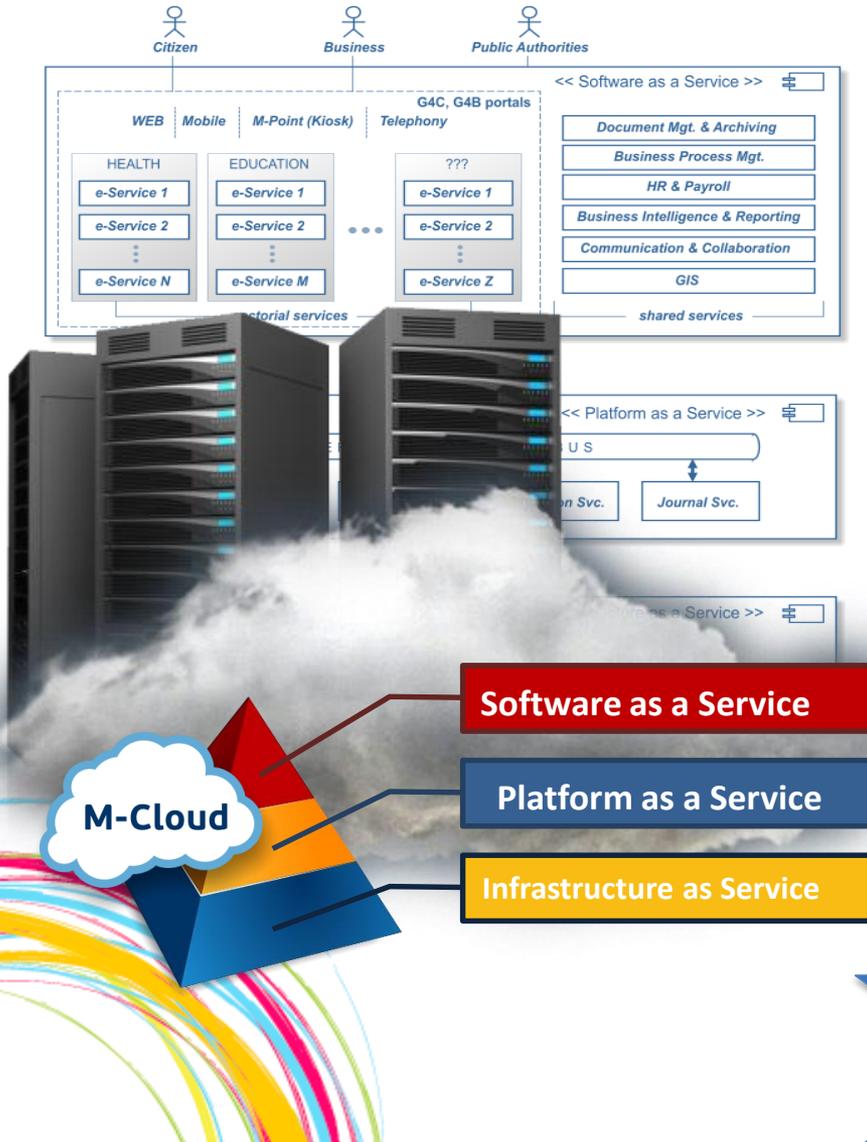
Namely it is:

- Government private cloud (G-Cloud), delivering all common services at IaaS, PaaS and SaaS levels;
- First choice for public e-services hosting and delivery platform.



M-Cloud: Shared Government Technological Platform

November 2012

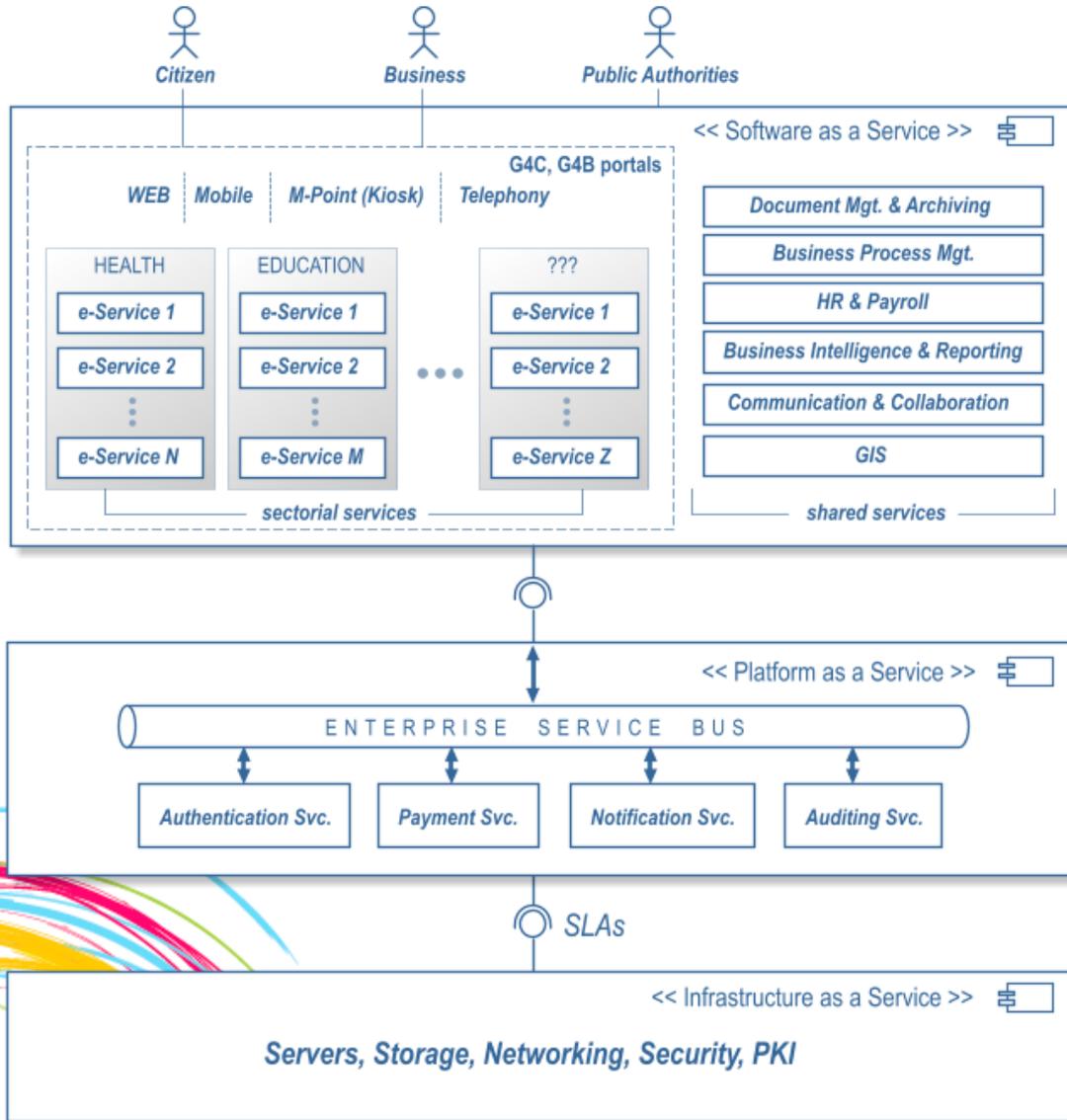


- Electronic public services provided by ministries and Agencies will be hosted and operated from M-Cloud
- Government private cloud (G-Cloud), delivering all common services at IaaS, PaaS and SaaS levels
- Cloud First Policy: First choice for public e-services and back-office information systems hosting and delivery platform

"Best Cloud project in
Central & Eastern
Europe"

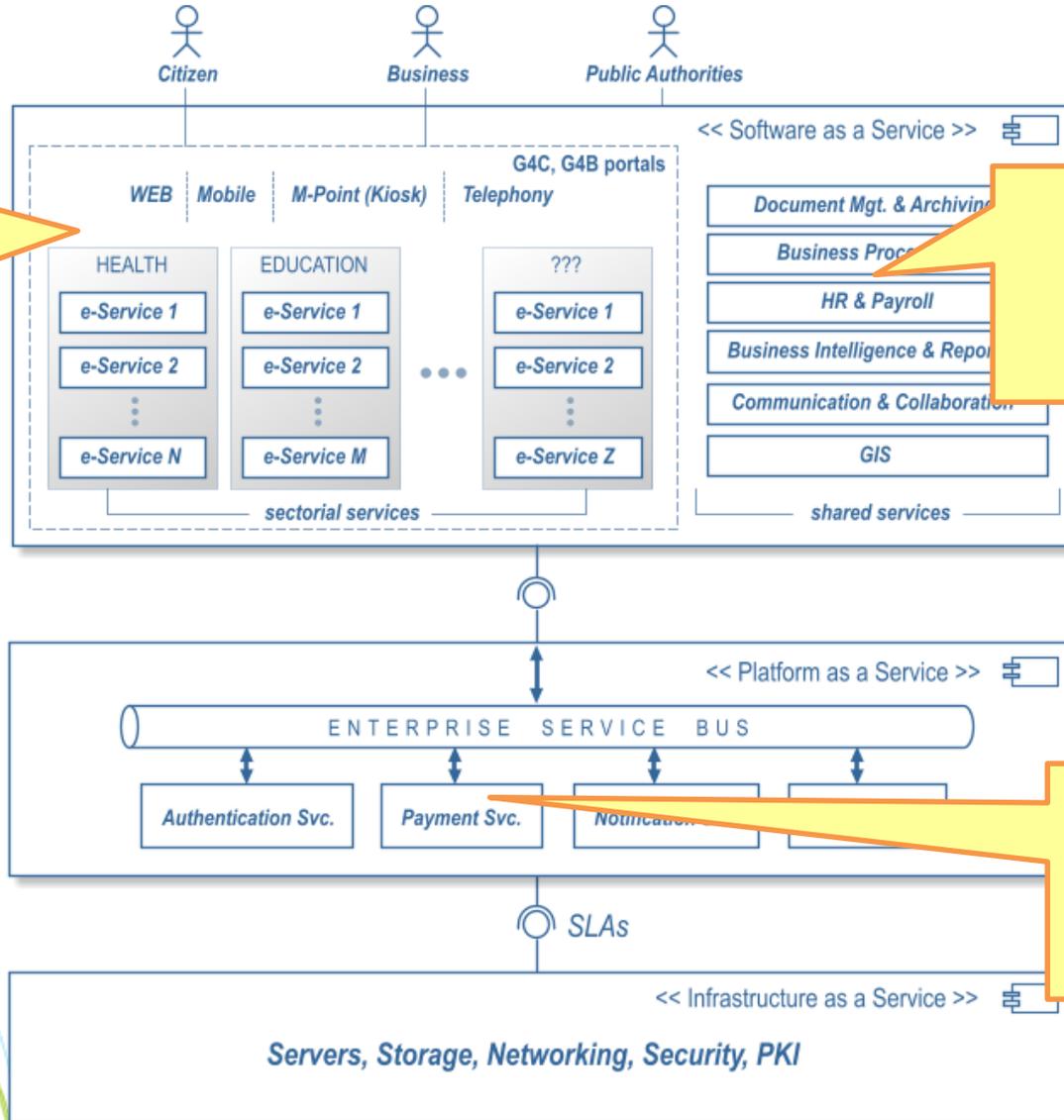
Awarded
by Hitachi

M-Cloud Platform Architecture



- **Cloud Computing** based Service Oriented Architecture (SOA)
- Highly accessible e-services through **multiple delivery channels**
- Facilitates **communication between systems** and allows business process orchestration
- Introduces **shared services** across public administrations
- Infrastructure services (IaaS) operated by **CTS**

M-Cloud Platform High Level Architecture



A. Services for citizens and business

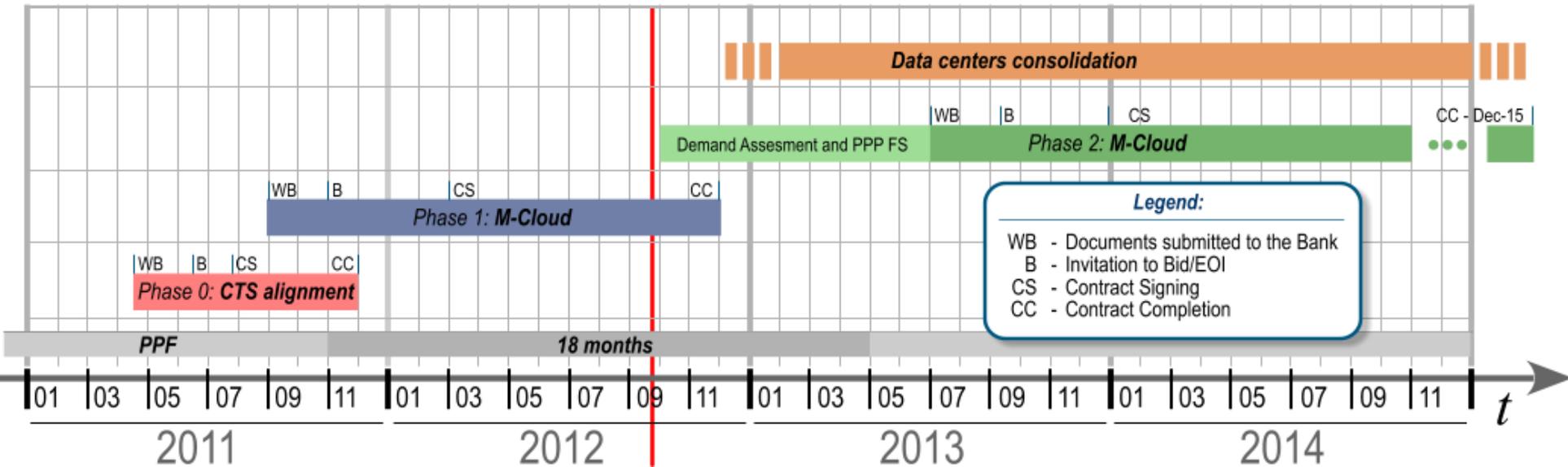
B. Services for government itself

C. Reusable platform-level services

M-Cloud Incremental Development

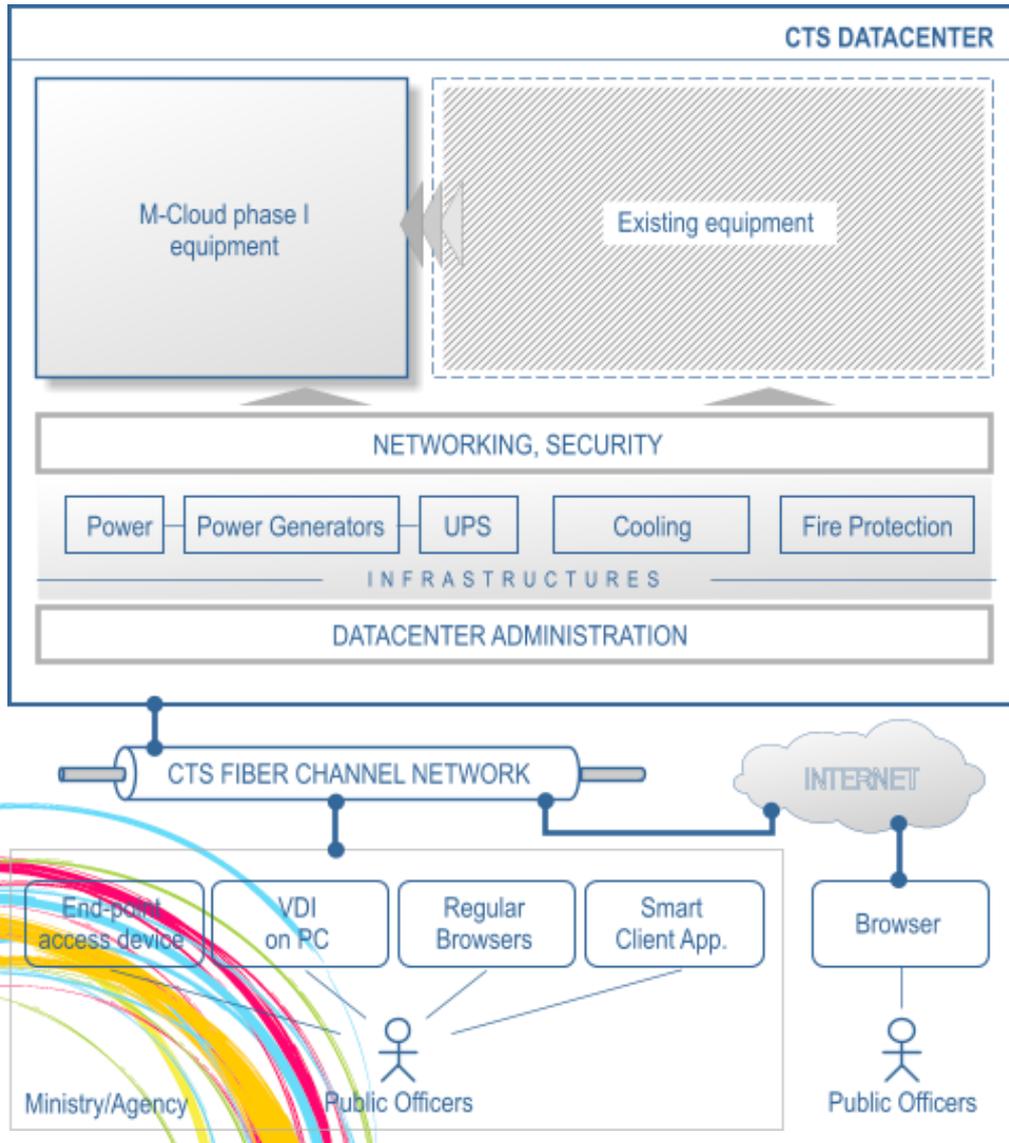


M-Cloud Implementation Timeline



- **Phased approach** facilitates:
 - faster time-to-market;
 - reducing implementation risks;
 - early adoption of technologies and services;
 - learning from feedback on previous phase.

M-Cloud Phase I



- Is deployed at CTS and reuse its DC infrastructure;
- Is prototyping all main initiatives of M-Cloud, including:
 - Cloud specific features such as self-service provision, metering and billing etc. at IaaS, PaaS and SaaS levels;
 - Disaster Recovery ;
 - Scalability by adding new servers, storage;
 - VDI;
 - Development and testing sandboxes for development teams;
 - Data center consolidation;

M-Cloud Phase II



- M-Cloud phase II will consist of extending M-Cloud capacity by:
 - Building a new tier 3 datacenter using PPP;
 - Reusing M-Cloud phase I datacenter as a DR site;
 - Migrating *all* existing services to M-Cloud;
 - Adopting cloud-optimized architecture;
 - Adding more servers;
 - Adding more storage;
 - Consolidating datacenters according to DCC plan.



- With M-Cloud in place Moldova's Government will start data center consolidation process.
- Existing more than a hundred data centers will be reduced to 7-10 high performance datacenters.
- Existing IT assets will be re-used wherever possible.

Collaboration for providing services

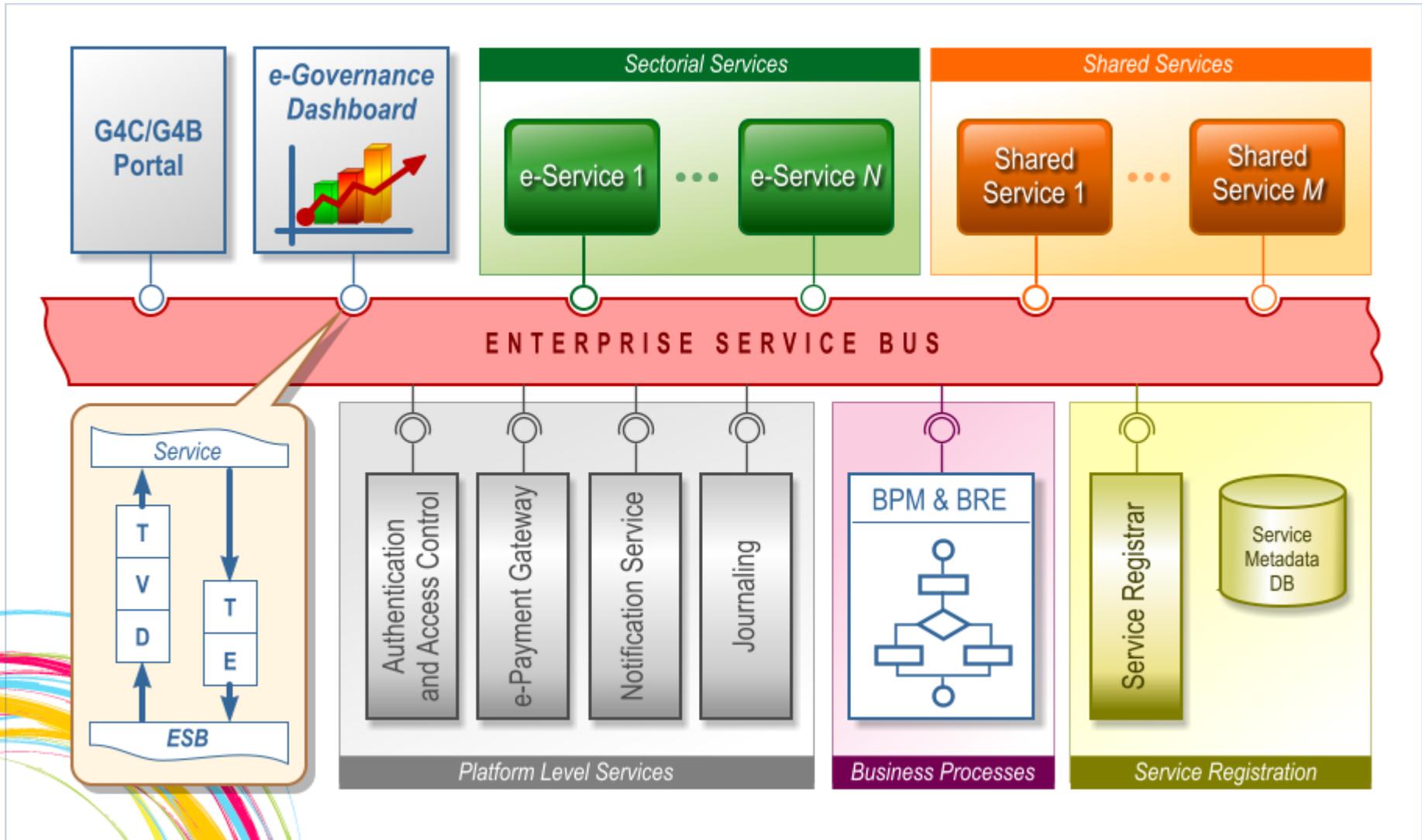


- Research & educational community,
- Electronic libraries and other big data repositories (scientific, educational content, software collections...),
- Medical informational systems requiring special data processing facilities,
- Security,
- Disaster Recovery & business continuity,
- etc.



These specialized segments are part of integrated national cloud infrastructure.

M-Cloud and Interoperability



G2C and G2B Services Portal www.servicii.gov.md launched on May 10, 2012



317 public services
73 e-services

Platform can host local public services

Online catalog of public services

As of March 16, 2013:
93,744 visits to the Portal
62,376 unique visitors

Mpass – Authentication and Access Control Service



 GVERNUL REPUBLICII MOLDOVA

Ro Eng Ru



Bine ați venit

În serviciul național de autentificare

Portalul Serviciilor Publice suportă autentificarea cu certificate digitale. Dacă doriți să vă autentificați cu un certificat digital, atunci trebuie să-l obțineți de la Î.S. „Centrul de Telecomunicații Speciale” și să vă conectați la portal folosind adresa <https://mpass.gov.md>

[Aflați mai multe despre autentificarea cu certificate digitale](#)

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Semnatura Mobila



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EXPEDIAZA

Semnatura digitală



MOLD SIGN

Numele de utilizator și parola



INTRARE

[Ați uitat parola?](#)

powered by:



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.

MSign – Digital Signature Service



GUVERNUL REPUBLICII MOLDOVA Ro Ru En

 *Serviciul guvernamental de semnătură digitală*

1 Instrumente 2 Semnare 3 Confirmare

Dvs. ati solicitat sa semnati **Cererea de eliberare a duplicatului certificatului de nastere.**
Pentru a semna folositi unul din urmatoarele mijloace

i asistent


Semnatura Mobila
EX: 079400000
Expediaza


Semnatura Digitala
MOLD SIGN

Inapoi

[Termeni si Conditii](#) | [Ghid de Utilizare](#) | [Ajutor](#) | [Contacte](#)

Powered by 

Government e-Payment Gateway - MPay



- The Government e-Payment Gateway – MPay makes it possible to pay for any public service using all available payment methods, including:
 - Visa și MasterCard;
 - internet banking systems;
 - mobile banking solutions;
 - Cash-in machins;
 - Cash;
 - etc.



- 1 mln bank cards issued so far;
- Volume of cards transactions amount cca. 16.5 bln MDL;
- Less than 5% of cashless transactions.

• *National Bank of Moldova*

Government Electronic Payment Platform - Mav 2013



GUVERNUL REPUBLICII MOLDOVA Ro Ru En

 *Serviciul guvernamental de plăți electronice*

Stimate utilizator

Dvs. ați solicitat să achitați nota de plată pentru **eliberarea cazierului judiciar** conform cererii **1304TUIU000215** în sumă totală de **30,00 lei**.

Numărul notei de plată:

Selectați modalitatea de plată:

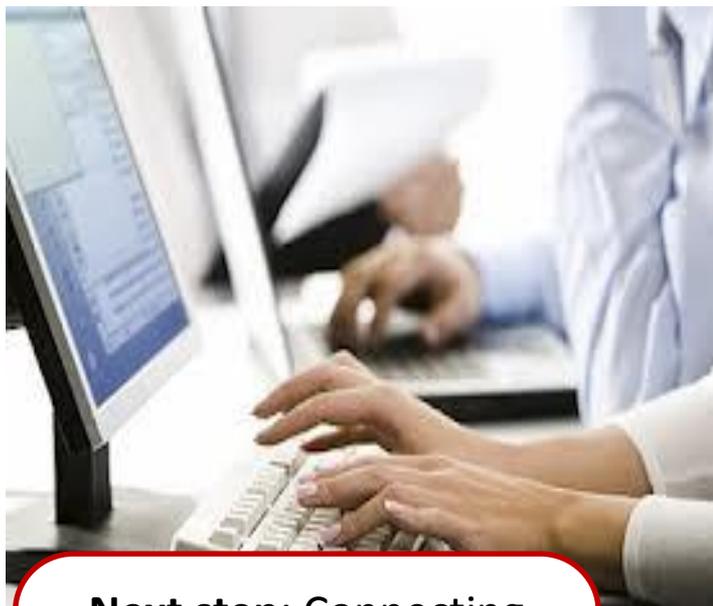
 CARD BANCAR Achitare cu orice card de tip Visa sau MasterCard	 INTERNET BANKING Achitare prin intermediul sistemelor de Internet Banking ale bancilor.	 MOBILE PAYMENTS Achitare prin intermediul sistemelor de plăți mobile	 TERMINALE DE PLATA Achitare prin intermediu Terminalelor de plata din orice colt al tarii	 NUMERAR Achitare in numerar la terminalele de plata sau la ghiseele bancilor.
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Termeni și condiții Confidențialitate Ghidul utilizatorului Întrebări frecvente Contacte

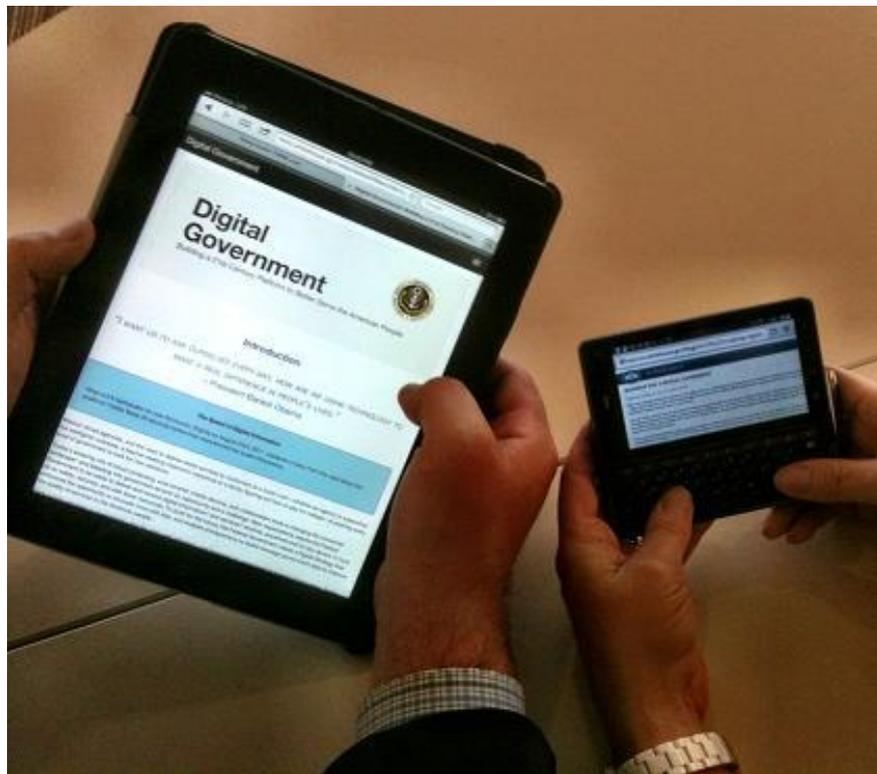




Government of Moldova goes Paperless/Digital on January 1, 2014



Next step: Connecting local governments to electronic documents and records management system



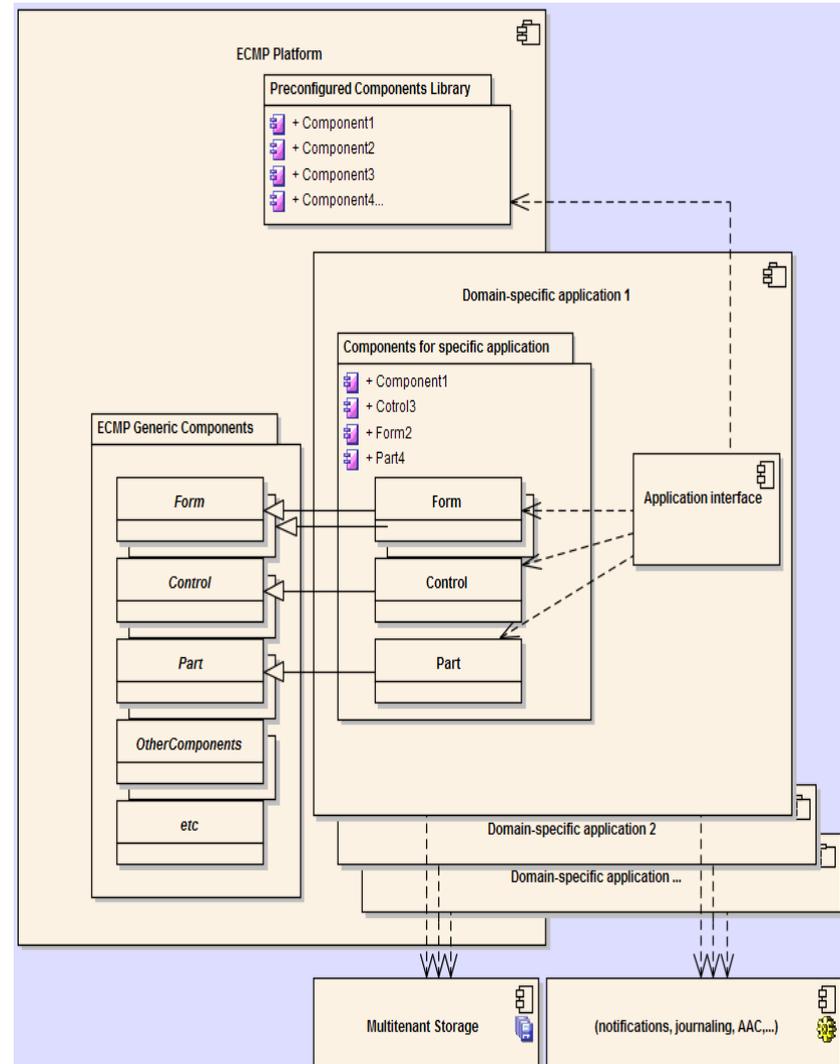
The Enterprise Content Management Platform (ECMP)



ECMP is a platform for easy (no-code) creating of Information Systems (IS) mainly for:

- Authorizations;
- E- Registers;
- E-Appointments.

The main difference of this platform from other classical development tools is that the development process is substituted with the domain modeling and configuration of pre-built platform's components.



Reuse of Government Public Data For Informed Decision Making and Qualitative Public Services



date.gov.md
Portalul datelor deschise

RO EN RU
Caută în: seturi de date pagini
Caută...

HOME DATA APPS PERFORMANCE NEWS GET INVOLVED

**Biroul Național de Statistică
al Republicii Moldova**

Banca de date statistice a Republicii Moldova

Do you want an open and transparent government?

Welcome to the open data governmental portal. Here you can search, download and reuse open governmentale data to enhance transparency, performance and responsiveness of public institutions. Open data is the data provided by public authorities in the machine readable format at the disaggregated level. However, they do not contain personal information, trade secrets and state secrets.

Identification and publication of data sets of interest to citizens and businesses is one of the duties of public authorities. This practice will increase transparency of the public sector performance and responsiveness. Date.gov.md encourages active participation of citizens. You and all the citizens can promote and benefit from open data.

Currently, there are **239** datasets published on the portal. Take a look at the data!

TOP MINISTERE

- Ministerul Sanatatii
- Ministerul Afacerilor Interne
- Ministerul Educatiei
- Ministerul Tehnologiei Informa...
- Ministerul Economiei

TOP SĂPTĂMÎNĂ

- Cheltuielile bugetului de... (22)
- Lista comisiariatelor de p... (18)
- Registru de Stat al Orga... (17)
- IMPORTUL REPUBLICII MOL... (14)
- Informatia privind persoa... (12)

TOP POPULARITARE

- Lista comisiariatelor de p... (2548)
- Informatia privind persoa... (1683)
- Rata criminalitatii pe lo... (1511)
- Sinteza accidentelor ruti... (1402)
- Rezultatele combaterii in... (1334)

PROIECTUL **BOOST** A competition brought to you by THE WORLD BANK
Baza de date a cheltuielilor publice

Launched on: **April 15, 2011**

Number of datasets: **608**

Publishing institutions: **38**

Number of unique visitors: ~
3,500/month

Number of downloads: ~
5,500/month

**Developing Open Government
Data Catalogue**



Open Government Action Plan 2012-2013



**Public
Consultations**



**Open
Government
Partnership**



3 Grand Challenges

Increasing
Public Integrity

Better Managing
Public Resources

Improving
Public Services

Award for
contributing to OGP

Awarded by
Transparency
International Ukraine

Open Government Partnership



British Embassy
Kyiv



On March 15th, the Government of Moldova was awarded by Open Government Partnership in Eastern Partnership Countries and Russia, Transparency International Ukraine and British Embassy in Kyiv in recognition of the Government of Moldova contribution to the implementation of the Open Government Partnership



What's next...

- It is crucial to keep this momentum in development of sectorial services;
- Good coordination and reuse is crucial!
- Development of sustainable e-governance models;
- Development of Intelligent IT Investment Framework;
- Improving National IT Security Framework;

Main Partners in e-Transformation



GUVERNUL
REPUBLICII MOLDOVA



USAID
FROM THE AMERICAN PEOPLE





Thank you for your attention!



Valeriu Plamadeala (valeriu.plamadeala@egov.md)
Cloud Operations Manager
e-Government Center (www.egov.md)