MODERNIZATION OF PUBLIC SERVICES PROJECT

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MGSP AT A GLANCE

PROJECT COMPONENTS:

1. Administrative Service Modernization
   1.1. Business Process Reengineering (min. 21 services);
   1.2 Reform Management and Coordination;
   1.3 Expanding Access Points for Central Govt. e-Services;
   1.4 Citizen Feedback and Outreach.

2. Digital Platform and Services:
   2.1. Digital Services (min. 15 services);
   2.2. Digital Platforms;
   2.3 IT Management and Cyber Security.

3. Service Delivery Model Implementation:
   3.1. Institutional Capability Development;
   3.2. Capacity Development;
   3.3. Enhancing Performance in Service Delivery.

4 Project Management

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Budget: US$ 20 million
Duration: 5 years
Client: State Chancellery
PIU: EGC
DRIVERS OF MGSP

↓ Excessive administrative burden on citizens and businesses;
↓ Inefficiency of back-office procedures;
↓ Corruption and queues;
↓ Excessive fees;

↑ Increasing appetite for public services*;
↑ Fully functional shared eGovernment infrastructure;
↑ Capable implementation team and network of partners;
↑ Alignment with PAR reform.

* Over 70% of the respondents in 2015 e-Gov survey preferred to use e-services instead of offline services
• Increase digital access to central government administrative services at the local level (*access*);

• Reduce the number of documents citizens and businesses need in order to apply for services as well as service delivery time (*efficiency*);

• Increase citizens and businesses satisfaction with quality of government services delivery (*quality*).
STAGES OF PUBLIC SERVICES MODERNIZATION

RATIONALIZATION
- Eliminate obsolete services
- Consolidate related services
- Identify life scenarios and business events
- Review and simplify general legal framework

REENGINEERING
- Administrative streamlining
- Business process optimization
- Eliminate un-necessary documents
- Review and simplify specific legal framework

DIGITIZATION
- Business process automation
- Mechanisms to apply and deliver services online
- Mechanisms to check application status
- Inter-agency data exchange

DELIVERY
- Multiple delivery channels
- Deliver central services locally
- Customer-centered delivery
- Quality and delivery standards
- Continuous improvement

COORDINATION AND PROGRAM/PROJECT MANAGEMENT

MONITORING AND CONTROL

COMMUNICATION and TRAINING
• **Reengineering** is a fundamental rethinking and radical remodeling of processes, with the goal of producing major changes in key performance indicators such as cost, quality and speed of service delivery.
STAGES OF PUBLIC SERVICES REENGINEERING

1. Planning
   - Establish reengineering team
   - Set goals and develop action plan
   - Perform horizontal analysis and prioritization

2. Mapping (as is)
   - Map legal framework
   - Map processes and skills
   - Map perception, KPI

3. Reengineering (to be)
   - Administrative simplification
   - Refine processes and skills
   - Develop performance standards

4. Cost-benefit analysis*
   - Evaluate potential outcomes
   - Identify benefits and costs
   - Perform comparative analysis of benefits and costs

5. Validation and approval
   - Present the new model of performance
   - Validate model with service providers
   - Validate model with service beneficiaries

6. Implementation plan
   - Plan implementation (pct.6)
   - Monitoring
   - Continuous improvement

7. Piloting
   - Identify relevant scenarios
   - Identify real users
   - Monitor, validate model and adapt as required

8. Production roll-out
   - New organizational structure
   - Staff and capabilities
   - Training and change management

*Optional, in case of significant investments and/or risks
DIGITIZATION OF REENGINEERED PUBLIC SERVICES

- MPass
- MSig
- Registrul of authorizations
- MPay
- MNotify
- Public services portal
- Unified Call Center
- MDelivery
- MConnect
- MCloud

E-GOVERNANCE INFRASTRUCTURE
MGSP - GOING FROM MONOCHANNEL TO OMNICHANNEL

**Single channel**
- No alternatives to accessing public services

**Multichannel**
- Multiple access channels, but they are not integrated

**Omnichannel**
- Multiple and integrated access channels
CUPS - THE NEW PARADIGM OF SERVICE DELIVERY

Unified Service Delivery Center

Citizen

Business

USDC Specialist

SERVICES FOR CITIZENS
- Public service for citizens
- Public service for citizens
- ...
- Public service for citizens

SERVICES FOR BUSINESS
- Public service for business
- Public service for business
- ...
- Public service for business

PERSONAL VIRTUAL OFFICE
- recently accessed services,
- outstanding payments,
- documents awaiting signature,
- notifications etc.

MCONNECT

STATE REGISTER OF POPULATION

STATE REGISTER OF REAL ESTATE

CIVIL STATUS SERVICE

CADASTRE
THANK YOU!