

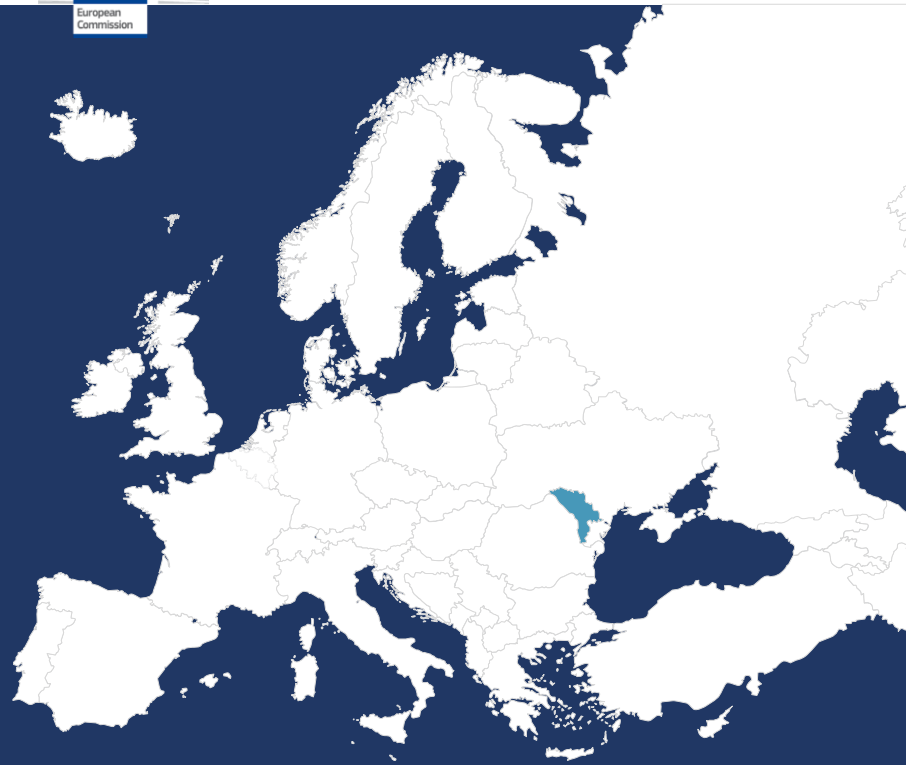
MOLDOVA

Digital Public Administration Factsheet

2024

Main developments in digital public administrations and interoperability

JULY 2024



HIGHLIGHTS - KEY PROJECTS

- In February 2024, Moldova unveiled the creation of two new key institutions dedicated to cybersecurity: the National Cybersecurity Agency (ANC) and the National Institute of Innovations in Cybersecurity, also known as Cybercor. Launched during the inaugural Moldova Cybersecurity Forum (MCF) held on 9 February 2024, these initiatives strengthened the country's commitment to building a secure and resilient digital future.
- The Ministry of Economic Development and Digitalisation is currently developing the Digital Society Development Programme which envisions digital literacy and inclusion as an integral part of basic literacy education and digitalization. Among the topics dealt within the programme are: access to affordable, quality Internet; availability of smart devices (possession/ownership); ability to use digital technologies (literacy and skills); awareness of digital content, services and technologies; and their adoption, or the appetite to use them (relevant content/interest).



Key figures

12 new initiatives adopted in 2023-2024

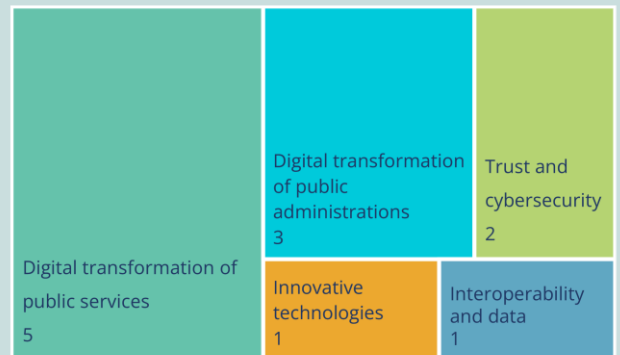


Figure 1

Number of initiatives per topic adopted in 2023-2024

Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

This country is not under the scope of the Digital Decade data collection.

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- The [Digital Transformation Strategy](#) of the Republic of Moldova for 2023-2030 is a vision document for the digital transformation of the country. This document sets the vision for digital transformation by 2030 and reaffirms the commitment of the Ministry of Economic Development and Digitalisation to build a modern digital society, centered on citizens and aligned with the European integration agenda.
- The Ministry of Economic Development and Digitalization, together with partners, is developing the Public Sector e-transformation Programme for the years 2025-2030. This programme will encompass the reengineering and redesign of internal government processes to streamline operations and enhance their effectiveness. The document will be connected to the Digital Transformation Strategy of the Republic of Moldova for the years 2023-2030.

DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- The EVO app is the first module including health information about the users who can manage their healthcare needs easily; view their medical insurance and family doctor contact information, and purchase insurance within the app. The government approved the relevant [decision](#) on 10 January 2024.
- In January 2024, the government approved the project for the Automated Information System "ePrescription for Reimbursable Medicines and Medical Devices." Through this system multiple drugs and reimbursable medical devices can be prescribed on one electronic prescription form, which entails a reduction in time and human errors when prescribing, processing and dispensing prescriptions, the effective monitoring of the use of reimbursed drugs and medical devices, and better resource management.
- In its role as the central specialised body of the public administration responsible for policies in the field of the digital economy, the Ministry of Economic Development and Digitalisation (MDED) has initiated the process of updating policies to support and foster the digital economy, with the aim to create a [fully digital future](#).

Currently, 54% of public services are available online for businesses and 48% for citizens, but the ultimate goal is for all public services to be available in a digitised format.

TRUST AND CYBERSECURITY

- The newly adopted national cybersecurity law of Moldova (Law No. 48/2023 on Cybersecurity), which is due to enter into force on 1 January 2025, establishes the primary normative framework in the field of cybersecurity. The law includes a set of regulations aimed at establishing an efficient governance model at national level to protect and ensure the security of network and information systems, used by public and private legal entities, when providing services considered to be essential to support critical societal and economic activities. The law aims to increase the cyberresilience of the country's public sector organizations and critical infrastructure actors.

INTEROPERABILITY AND DATA

- On 9 June 2023, the Parliament adopted [Law no.148/2023](#) on the Access to Information of Public Interest. The law entered into force six months after the day of publication in the Official Gazette and replaced the previous law. The adoption of a new law on the access to information of public interest was an action expressly provided for in the action plan for the implementation of the measures proposed by the European Commission in its Opinion on the application for the accession of the Republic of Moldova to the European Union.



Key figures from European Interoperability Framework Monitoring Mechanism results (Score 1 to 4)

This country is not yet part of the EIF data collection.

Find out more about the EIF [here](#).

INNOVATIVE TECHNOLOGIES

- On 22 February 2024, the Ministry of Economic Development and Digitalisation presented [the White Paper on Data Management and Artificial Intelligence](#). The document plans to consolidate the ministry's vision for the creation of an ecosystem of data management and the introduction of artificial intelligence (AI) to promote Moldova's development, more specifically through the use of AI for a long-term and sustainable growth based on human needs. The project presents current priorities, policies and regulations, as well as recommendations in this area.



The Digital Public Administration factsheets are produced by the [National Interoperability Framework Observatory \(NIFO\)](#) under [Interoperable Europe](#) (DG DIGIT) and the [Digital Decade Programme](#). More information on the state-of-play on digital public administrations and interoperability in this country can be found in its [supporting document](#).