MOLDOVA

ICT ENVIRONMENT, INNOVATION POLICIES & INTERNATIONAL COOPERATION

EECA CLUSTER

This report is a compilation of information and data collected in the framework of the EECA cluster work. It is a part of three wider reports on EECA countries ICT priorities, Innovation Policies and Strategies and International Cooperation.

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ICT Environment

1   Overview of the main trends in the National ICT Sector

1.1   Recent Trends in Macroeconomic and Market Developments

Moldova plays the role of a bridge between the EU markets and the growing markets of the CIS having an open economy with on-going negotiations for EU integration. It is the only country with EU autonomous trade agreements and more than 50% of its trade is with the EU. It also has free trade agreements with CIS countries. The combination of education, IT skills, location, and languages makes Moldova ideally suited to organizations looking for a cost – effective alternative to West European and CEE locations.

Moldova has a dynamic economy with an average annual GDP growth rate of 6.0% from 2001 to 2008. Services, including ICT, and advanced industries have rapidly been replacing traditional industries, like agriculture and wine, as the foundations of the national economy.

ICT accounts for nearly 10% of GDP and employs more than 3% of the labor force. Exports of IT products and services are on the rise, having doubled each year since 2006. In 2012, real GDP declined by 0.8 percent and Moldova entered into a recession in the second half of the year. Crisis in the Euro-zone led to lower demand for exports and remittances from Europe. While the current account improved in 2012, FDI inflows fell-halved from 4% of GDP in 2011 to 2.2% in 2012. However GDP growth is expected to rebound to 3%, and according to the World Bank surveys and expectations a growth of 4-5% is projected for 2014-2015 with higher external demand for Moldova's exports that will be supported by higher consumer and investor confidence.

In international ranking by level of ICT development (IDI), Moldova ranks 65 of 157 countries (number 4 between CIS countries)[1] and at the e-Governance Development Index (EGDI) ranks 66 of 159 countries, advancing 3 positions compared to 2012, yet is still on the last place among the countries of Eastern Europe[2]. According to the Global Competitiveness Report 2013 – 2014[3], Moldova is placed on position 89 of 158 countries.

In Moldova, the following information society components have been implemented: online fiscal declarations systems, biometric passport, and automated biometric border crossing systems based on electronic passports, Moldova digital map, mobile digital signature and online services as: e-record, e-licensee, etc. Interoperability framework based on the open standards and cloud computing based services are currently implementing.
The necessary legislative and normative framework was created, which currently includes totally about 20 laws, 80 Government decisions, about 70 approved conceptual documents regarding

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[1] *Measuring the Information Society 2013*, http://www.itu.int/en/ITU-D/Statistics/Documents/publications/mis2013/MIS2013_without_Annex_4.pdf, 10.08.2014.
[2] *UN E-Government Survey 2014: E-Government for the Future We Want*, http://unpan3.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2014, 10.08.2014.
[3] *The Global Competitiveness Report, 2013–2014*, ed. K. Schwab (Geneva, 2013), p. 15.

the informational systems of public authorities, more than 20 general purpose regulatory acts and 75 with a specific purpose issued by the National Regulatory Agency for Electronic Communications and Information Technology (ANRCETI). Institutional framework was improved through the creation of the Ministry of Information Technology and Communications (1990) and of specialized institutions such as the Centre for Electronic Governance (2010) and National Center for Personal Data Protection (2009). In 2011 the governance Technological Transformation Strategic Program "e-Transformation" supported by the World Bank was adopted.

Mobile telephony penetration exceeded 114% (EU average – 128%)[4], Internet broadband at fixed locations reached a penetration level of 11.1% (EU average – 27.2%), broadband mobile Internet – 4.7% (EU average – 7.5%)[5]. More than a half of population use Internet, more than a half of households have at least one computer connected to Internet, half of the population read newspapers online, but only one of 10 citizens uses the Government web site (www.gov.md) and only one citizen of 20 used at least one electronic public service in the last 12 months. 8 out of 10 Internet users visit social networks (Facebook, Odnoklassniki, Netlog, and so on).

Comparable indicators of economic performance

Indicator	National performance		Average 27 (28 Average)	
	2009	**2013**	**2009**	**2013**
GDP per capita in PPS (EU25=100)	1514.48 USD	1136.23 USD	100	100
Real GDP growth rate (% change previous year)	-6.0%	3.4%	-4.5	0.1
Labour productivity per person employed (EU25=100)	10161.00 USD	12761.00 USD	100	100
Inflation rate (average annual)	-0.1 %	4.6 %	1.0	1.5
Unit labour costs (growth rate)			3.3	0.6
Unemployment rate (as % of active population)	6.4 %	5.1 %	8.8	10.8
Foreign direct investment intensity	145,3 mil USD	231 mil USD		
Business investment as a percentage of GDP				
ICT Expenditure (% of GDP)	2.9 %	8.9 %		
Broadband Penetration Rate (% population with broadband access)	5.7 %	20 %		

Source: *Moldova GDP per Capita at current prices in US dollars*, http://www.tradingeconomics.com/moldova/gdp-per-capita-at-current-prices-in-us-dollars-imf-data.html ; *Inflation, consumer prices (annual %)*, http://data.worldbank.org/indicator/FP.CPI.TOTL.ZG; *Moldova: Main Indicators*, http://trade.ec.europa.eu/doclib/docs/2006/september/tradoc_111540.pdf.

Recent Trends in ICT Performance

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[4] *European Mobile Industry Observatory, 2011*, http://www.gsma.com/publicpolicy/wp-content/uploads/2012/04/emofullwebfinal.pdf, 10.08.2014.
[5] Source: ANRCETI

Information and communications technologies (ICT) are an important part of Moldova's economy. The country has strong traditions in the field for production of electronics and military technologies. For that reason there is a large pool of highly skilled professionals in Moldova. The government is trying to use this prerequisite in order to make the national ICT industry competitive on international level. Besides the government and different organizations are actively promoting the development of ICT services in the country and supporting local ICT companies, which are specialized in software development, especially for security applications, telecommunications and microelectronics. Furthermore the university graduates in Moldova are still well prepared in terms of technical competencies and as a result Moldova has a continuously – growing supply of young workforce.

Moldovan telecoms market has shown some remarkable growth in recent years despite the poor economic environment. This has encouraged operators to continue to invest in all sectors except fixed - line telephony, where customer interest has been diverted to the mobile sector. In addition, Moldova's aspirations to join the European Union (EU) have encouraged the government and regulator to adopt a range of measures to bring the country's telecoms sector into line with EU principles and standards.

Moldova's internet market continues to develop rapidly, and with broadband penetration approaching 13% (increasing from 7% in 2010) there remain considerable opportunities for further development in coming years. Broadband subscriber growth has been particularly strong since 2009, with the sector dominated by two service providers – Moldtelecom and StarNet – which account for 88% of all connections despite the presence of about 50 ISPs nationally.

The mobile market has also grown rapidly and now accounts for the majority of total telecoms revenue. A triopoly of operators is dominated by Orange, while the launch of 3G/HSDP networks has opened up a new revenue growth opportunity centred on mobile broadband, with the mobile operators well positioned due to the lack of effective fixed – line broadband competition beyond the main cities. The near comprehensive geographical reach of their mobile networks, market brand recognition and existing customer relationships will make for steady subscriber growth. In late 2012 Moldcell launched 4G services. Competition from Orange Moldova, which also won spectrum suitable for LTE, will help reduce prices for consumers while coverage obligations will ensure than most areas are served by 2015. The uncompetitive fixed telephony market received a boost by mid - 2013 with the introduction of number portability, enabling customers to retain their phone numbers while switching to another provider within five days.
The hardware subsector is dominating the ICT market in Moldova with nearly 75% share in 2011, compared to 15% for IT services and about 11% for software. PC shipment account for more than 60% of the total hardware spending and the market is dominated by local assemblers. In software subsector revenues are mainly from system infrastructure and basic software solutions (mainly accounting modules). There is highly reduced vendors presence probably caused by the very high piracy rate (90% in 2010).

One of the weak sides of the ICT industry was the discrepancy between demand and supply of ICT training, consulting, systems integration, support and information services. This however has changed with the establishment of Cisco Networking Academy, Microsoft IT Academy, Moldovan Association of Private ICT Companies, QLab Moldova and others. The demand for ICT consulting and outsourcing is increased during the last years.

Gradually Moldova is turning into one of the attractive outsourcing destinations in Central and Eastern Europe. There are around 70 companies offering outsourcing services. In 2009 the volume of the ICT outsourcing market amounted to 54 million dollars.

Objectives and Targets of National ICT Policy

Republic of Moldova achieved significant progress in the implementation of information technologies policies. The first National Strategy for Building an Information Society "Electronic Moldova" was adopted in 2005.

In the beginning of 2005 the IT – privilege was adopted. It envisages 5 years release from income tax payment for the IT companies (if they correspond to the conditions) and IT specialists. These were the first real steps of Government support of the IT industry.

In 2008, the Republic of Moldova adopted its National Development Strategy for the period 2008-2011.[6] In connection with the IT development of the country, the strategy envisaged development and implementation of an appropriate information infrastructure on various levels. As part of the infrastructure plan, an education information system–for the education sector and a new system for the National Bureau of Statistics are supposed to be built.

The ICT Sector in Moldova Policy White Book was developed by Moldovan Association of ICT Private Companies with the support from the Competitiveness Enhancement and Enterprise Development (CEED) project, funded by the United States Agency for International Development (USAID).[7]

The White Book represents the consolidated opinion of the business community represented by the Moldovan Association of Private ICT Companies. Its purpose is to clearly define the national ICT sector as productive economic sector, to identify development opportunities for the next 3 years and to propose strategic recommendations for improving the business environment in the sector.

The process of developing the White Book started in January 2009 and included a series of consultations with private companies represented by the association, donors, and the Government. In May 2010 an international e-government summit called "Information and National Development Strategy for the period 2008-2011".

In connection with the IT development of the country, the strategy envisaged development and implementation of an appropriate information infrastructure on various levels. As part of the infrastructure plan, an education information system for the education sector and a new system

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[6] *Law "On approval of the National Development Strategy for 2008–2011" No. 295-XIV of December 21, 2007*, http://www.imf.md/press/NDS_211207_en.pdf, 10.08.2014.
[7] *Policy White Book "ICT Sector"*, http://www.ict.md/files/documents/ICT_en_final.pdf, 10.08.2014.

for the National Bureau of Statistic Communication Technology for better governance" were held in Moldova. The best international practices on application of ICT in e-governance, e-education and e-health were presented.

The main objectives of the ICT Strategy for 2011-2014 are to:
- Increase Moldova's ICT sector position within the global value chain: exports of ICT products and services to increase from EUR 100 million to EUR 180 million over the 2011-2014 period;
- Upgrade the national infrastructure through greater involvement of the private sector;
- Strengthen IT skills through education to ensure adequate resources for the ICT sector development.

Other major objectives and schemes include:
- Creation of technological parks and incubators in the ICT field and attraction of international companies;
- Sector stimulation through public procurement;
- Specific advantages for ICT companies: 0% corporate income tax, 0% income tax on all IT staff and a low flat rate for social welfare payments for employers;
- e-Government Centre initiative (2010), aiming at improving access for citizens to public information.

Special incentives for Moldovan IT companies for the period 2012-2016 include:
- Personal income tax incentives for employees;
- Limitation of monthly social security contributions for employers.

The Ministry of Information Technology and Communications launched the drafting process of the Digital Moldova 2020 Strategy[8], a policy document that provides the necessary conditions to build a modern Information Society in the Republic of Moldova. This framework document defines the interaction between private and public partners aimed to ensure economic growth based on knowledge and governance efficiency by increasing the use of ICT tools, to exploit the benefits offered by Information Society for citizens' convenience and well-being. The Government announced the development of the ICT sector as a priority, since it represents an irreplaceable democracy element ensuring the transparency of the governance process and a favourable investment climate.

According to the vision of Digital Moldova 2020 Strategy, until 2020 about 80% of public services will be electronic and 60% of citizens will use digital signature. The strategy is aimed to create conditions through minimum state intervention but with maximum effect for information society development, focusing efforts on three pillars:
- Pillar I: Access and infrastructure – Connectivity and network access improvement
- Pillar II: Digital content and electronic services – Promoting digital content and services generating;
- Pillar II: Capacities and utilization – Strengthening literacy and digital skills to enable innovation and usage stimulation.

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[8]

http://mtic.gov.md/img/d2014/download/01/20/HG_857%20din%2031_10_2013%20cu%20privire%20la%20Strategia%20Nationala%20Moldova%20Digitala%202020.pdf

These three dimensions have a major favorable impact on following three components of society:

- communities/people who will enjoy more comfortable and better life;
- business, which will increase the competitiveness level;
- governance, which will improve their performance and will offer citizens the services anytime, anywhere and on any terminal equipment.

Annex 1: Overview of ICT Policy Documents

Main policy documents concerning ICT policy adopted/published since 2010-2011

Title of document	Date	Organisation responsible	Legal status
Digital Moldova 2020	2013	Ministry of Information Technologies and Communication of Moldova	Strategy
„Electronic Moldova" (2005)	2005	Ministry of Information Technologies and Communication of Moldova	National Strategy for Information Society Action Plan
Technological Transformation Strategic Program "e-Transformation"	2011	e-Gov Center	Strategy
Open Government Action Plan	2012	e-Gov Center	Action Plan

Annex 2: Overview of ICT Policy Measures

IPM Number	Title of measure	Overview
1	Digital Moldova 2020	The General objective of the Strategy: Establish proper facilities for developing and wide spreading of ICT potential to public institutions, businesses and individuals in order to help them achieve economic goals, social and cultural rights The priorities of the Moldova Digital Agenda are: • Creating a new stable regulatory framework in the field of broadband services; • New infrastructure for digital public services through the Connecting Europe facility; • Launching coalition for promoting competences and employment in the digital domain; • Develop proposals on a strategy and a cyber-security directive at the EU level; • Updating the EU framework on copyright; • Boosting the "cloud computing" system based on the public sector purchasing power;

IPM Number	Title of measure	Overview
		• Launching a new industrial strategy in electronic field The strategy involves a large volume of financial allocations during the whole implementation period (2013-2020). Financial costs approximate estimations Institutions responsible for Strategy implementation are: Ministry of Information Communication of Moldova: • Ministry of Information Technologies and Communication • National Regulatory Agency for Electronic Communications and Information Technology • e-Gov Center • State Chancellery

1.2   Recent National Policy Trends

The National Strategy for Information Society Development "Digital Moldova 2020" implementation is based on core principles of modern information society building, especially on principles of recognition of authenticity and legality of data from electronic registers and information systems and of the electronically performed actions.

The strategy is enclosed by an Action Plan for implementation of the National Strategy for Information Society Development "Digital Moldova 2020", which sets out the measures and actions meant to achieve the general objective of building an advanced Information Society and the economy based on knowledge, and the integrating horizontally the priorities as well.

ICT Policy Measures [9]

IP N°	Title	Organisation responsible
1	The development of Fixed broadband networks Programme for the years 2014-2020	Ministry of Information Technologies and Communication; National Regulatory Agency for Electronic Communications and Information Technology
2	The development of a feasibility study on opportunity identification / creation of an infrastructure operator associated management (sewer, pillars, etc.)	Ministry of Information Technologies and Communication; National Regulatory Agency for Electronic Communications and Information Technology
3	Develop / adjust regulatory framework for radio spectrum management	Ministry of Information Technologies and Communication; National Regulatory Agency for Electronic Communications and Information Technology
4	The development of legal framework to ensure the transition from analogue to digital terrestrial TV	Ministry of Information Technologies and Communication; Broadcasting Coordinating Council
5	Adjusting legal and institutional framework for the content digitization	Ministry of Information Technologies and Communication; State Chancellery
6	Government Interoperability Framework Implementation and Recommendation on interconnection and interoperability of content / indigenous resources (including catalogues, classifications, identifiers, metadata) to facilitate the interoperability of digital content creation and government	e-Gov Center; Ministry of Information Technologies and Communication; State Chancellery
7	The development of the legal framework in the field of providing and accessing electronic public services	e-Gov Center; Ministry of Information Technologies and Communication; State Chancellery
8	The development of digital literacy, educational standards compatible with European practices	Ministry of education; National Association of Private ICT Companies; Ministry of Information Technologies and Communication
9	The development of professional standards of digital literacy for public functions	Ministry of Information Technologies and Communication; State Chancellery

Lessons from the Evaluation of ICT Policy Measures

The SWOT analysis of the three dimensions of the ICT sector in Moldova has been performed and the following advantages, disadvantages, opportunities and threats in the development of the Information Society in the Republic of Moldova have been identified:

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[9]

http://mtic.gov.md/img/d2014/download/01/20/HG_857%20din%2031_10_2013%20cu%20privire%20la%20Strategia%20Nationala%20Moldova%20Digitala%202020.pdf

INFRASTRUCTURE AND ACCESS

Advantages (Strengths)	Disadvantages (Weaknesses)
1) High speed of Internet access; 2) High technological level and a high level of mobile electronic communications services accessibility; 3) Relatively high level of electronic communications infrastructure development; 4) The legal framework for electronic communications is mainly aligned to the European Union' legal framework; 5) The existence of institutional regulatory framework and of the growing regulatory capacities; 6) Competition on mobile telephony sector and Internet ; 7) Advantageous geographical location of the Republic of Moldova; 8) Mobile telephony and Internet access segment are developing quite fast and the majority of fixed Internet connections are made via broadband.	1) Access gap between urban and rural areas; 2) Broadband connectivity is not present on the entire territory at the required speed; 3) Too high prices in relation to GDP/ per capita; 4) Underdeveloped usage capacity of existing electronic communications infrastructure (lack of infrastructure in some localities); 5) Low competition in local loop and broadband access to the copper loop/sub-loop services; 6) The absence of Mobile Virtual Network Operators (MVNO); 7) Misuse of the transit capacities throughout the territory of the country; 8) Restricted access (mainly by prices) to the historical operator of the associated infrastructure (especially to the sewerage system); 9) Associated infrastructure (pillars, sewerage system and other) is inadequately divided ; 10) Outdated regulations of the construction industry regarding the electronic networks placement; 11) Limited access to associated infrastructure and local loop, interconnection tariffs are not cost-oriented, historical operator tariffs non-rebalancing ; 12) Low Broadband Internet penetration comparing to EU average.
Opportunities	**Threat (risks)**
1) Legislative and regulatory framework improvement and its harmonization with EU regulations; 2) Fast extension of Internet use in the society (more than a half of population use it); 3) Republic of Moldova is a testing ground for new mobile communications technologies; 4) Use of the digital dividend.	1) Low level of the GDP; 2) Crisis prolongation and decrease of investments capacities; 3) Failing to recover investments in rural areas; 4) Political evolutions; 5) Corruption and bureaucracy; 6) Continuation of political factor involvement in the operational management of the state institutions and enterprises; 7) Violation of the radio frequency spectrum policy, of the National table of frequency band allocation (NTFBA) and National electronic numbering plan (NENP) by the Transnistrean region

CONTENT AND SERVICES

Advantages (Strengths)	Disadvantages (weaknesses)
1) The Government of the Republic of Moldova adopted the direction for EU integration, including alignment to EU standards in the ITC sector; 2) Implementation of joint M-Cloud platform for e-Governance and implementation of the Interoperability Framework;	1) Limited availability of local information content and of relevant public applications; 2) Small number of electronic services and lack of local digital content; 3) Legal and regulatory framework is not yet entirely adjusted to new realities of the digital era; 4) Lack of the management framework of the digital

Advantages (Strengths)	Disadvantages (weaknesses)
3) Open Government Data Initiative; 4) Launching of the mobile digital signature; 5) Issuance of electronic ID card.	content life cycle; 5) The interoperability framework is still not functional; 6) Existence of a unique electronic signature type – digital one; 7) Low level of digital signature usage; 8) Low number of services that accept online payments; 9) Low population confidence in online payments; 10) The Republic of Moldova has an economy mainly based on cash payments; 11) Lack of measuring instruments for local digital content volume; 12) Low ITC skills level of the public sector employees; 13) Low level of ITC use by the population and business; 14) Relatively small market for the digital content.
Opportunities	**Threats (risks)**
1) Increase of the broadband connection coverage encourages content development; 2) Improving high-tech image of the Republic of Moldova; 3) The use of governmental cloud; 4) An increasing number of worldwide guidelines of good practices; 5) Opportunities of collaboration and first source information (UK, USA, Singapore, South Korea, etc.); 6) Electronic commerce in development; 7) Promotion of electronic payment instruments, including the payment of services rendered by the public services providers.	1) Low GDP level; 2) Ongoing economic crisis and remittances decline which can reduce the ability to pay for services; 3) Natural endurance of officials to the change of working processes, including technological modernization; 4) Public administration employees do not realize the opportunity of informatization policies of the working processes; 5) Small and fragmented electronic commerce internal market; 6) The increase of cybernetic crimes number reduces the users' confidence; 7) The massive use of cash boosts the shadow economy and fiscal evasion.

CAPACITIES AND USE

Advantages (Strengths)	Disadvantages (weaknesses)
1) Relatively high rate of workforce employed in knowledge-intensive sectors; 2) Large number of ICT graduates; 3) Multilingual human resources with a highly qualified potential.	1) Low level of population digital literacy; 2) Graduates of educational institutions have no appropriate practical skills to work in an information society; 3) The deficit of qualified ICT teachers in schools; 4) Low level of educational software supply of the educational institutions; 5) Low level of open source software use; 6) ICT curriculum is outdated and there is no institutionalized process for its regular updating; 7) Nomenclature of vocational training areas of the staff training specialties in higher education institutions and the Qualification framework fails to satisfy existing market demand; 8) Lack of normative framework for distance training; 9) Low level of the ICT skills of public sector employees; 10) Lack of express provision in normative acts

Advantages (Strengths)	Disadvantages (weaknesses)
	concerning the digital skills requirements for the employment in a public institution; 11) Low level of ICT use by business and population; 12) Lack of motivation mechanisms for teaching staffs of general, technical-vocational and higher education, in the widespread use of the ICT instruments in the teaching-learning-evaluation process.
Opportunities	**Threats**
1) Availability to provide assistance (including financial) by the International financial institutions/organisms; 2) International scholarships available for talented young people; 3) Collaboration and training opportunities for specialist in the mostly advanced ICT and e- Governance countries (UK, USA, Singapore, South Korea, etc.); 4) New Education Code is under development.	1) Low level of the GDP; 2) Labor force emigration and brain drain; 3) Manifestation of corruption in the education sector; 4) Difficulties in the economic development of the country.

Review of Good Practice –Summary of good practice cases in Moldova

In the Republic of Moldova few services out of about 570 public government services are offered through Internet (only 5 out of 12 online basic public services for citizens, and 6 out of 8 – for economic agents12). Starting from September 2012 to present, within the framework of the e-Government Transformation Project were launched e-Application for criminal record, e-Licensing (connected to the mobile signature), electronic reporting to e-CNAM and e-CNAS (connected to mobile signature), e-DNC (Normative Documents in Constructions www.ednc.gov.md), SIA "the state register of public acquisitions" services. At the same time, in February 2013, was officially launched the M-Cloud common government technology platform, the digitization of the Civil status service archive is in the process of implementation, SIGEDI is implemented in 9 ministries. Recently the State Fiscal Service and Center for Electronic Governance through the medium of SE "Fiscservinform" optimized the process of submitting statements concerning the income tax for physical persons, connecting it to the mobile signature. Other 7 e-services should be launched during 2013 within the frameworks of the projects managed by the Center for Electronic Governance.

Since 2009 in the Republic of Moldova a wide range of electronic services were implemented (see the table). Following the Digital Moldova 2020 Strategy the targeted fields are: Governance, Customs system, Health, Social protection, Education, Agriculture, Cadaster, Culture, Science:

Year	Title of good practice case	Justification for selection
2009	Electronic Fiscal Record	• The service can be accessed 24 hours per day, 7 days per week. • Data is automatically checked by the system, resulting in less error. • It is saving resources, as the forms do not need to be printed.

Year	Title of good practice case	Justification for selection
2009	Fast Electronic Statement	• Tax-payers can fill their fiscal reports online • The sums introduced are automatically checked, which leaves out calculation errors • Tax payers can correlate these documents with the accountancy programs they use.
2011	Open Data Platform	• Citizens can make life decisions, like relocating, based on the information regarding certain areas' crime rate. • Citizens can track how the public budget is spent with the BOOST application. • By using Open Data, journalists can revolutionize the media reports. • IT developers can use these data to build innovative applications, to the benefit of citizens. • Using open data information can support business development, the companies being able to take decision based on concrete information.
2011	Local Documents Registry	• Citizens will be informed of the decisions taken by the Local Public Administration at all time. • They will be able to access entire legal documents content, without having to go at the institutions.
2012	e-Record Service	• The new e-Record service simplifies the procedure for obtaining criminal records. • Citizens will be able to submit the application for criminal records 24/7. • The request for an e-Record can be sent from any part of the world
2012	Mobile signature	• Mobile signature stands for safety, convenience and accessibility. • Mobile signature allows accessing public services via the mobile phone.
2012	Electronic catalogue for public services	• The information on the public services provided by the Republic of Moldova's authorities can be found in one point, citizens no longer have to visit different websites of the institutions in order to find the information they need. • Citizens can access electronic public services anywhere and anytime, 24/7.
2012	e-Licensing	• The procedure for obtaining, updating or expanding a license is easier and faster. • Licensing costs are lower because trips are avoided. • The interaction with Licensing Chamber staff is reduced. • The submission of documents does not depend any more on the institution's program; it may be made at any time.
2012	e-Reporting	• non-stop activity of the portal • authomatic updating of the forms and checking of the information provided • keeping reports inside your personal electronic office

Year	Title of good practice case	Justification for selection
		• the operators list, which removes the possibility to enter wrong information
2012	Particip.gov.md	• Citizens can get involved in the law-making process, by sending observations regarding the laws under debate. • Using the web module, they can be permanently informed about the normative documents under debate in their field of interest.
2012	M-Pass	M-pass is the national service which allows authentification and access to digital public services. The service offers different authentification mechanisms: mobile signature, digital certificate, user name and password.
2012	Open Government Partnership	Open Government is fundamentally changing the way we live as citizens, and the way executives govern and provide solutions to problems faced by the countries of the world. Moldova joined the initiative in April 2012. According to the document, Moldova's efforts will focus on three pillars present during the OGP: increasing transparency, effective management of public resources and improving public services.
2012	Registry of Personal Data Operators	The registry is an information system that allows online registration and the recording of all operators of personal data. Also, it allows the registration of databases, information systems in which the personal data are stored and processed.
2013	Normative e-documents in construction	This service simplifies the access to construction documents for citizens, public officers, industry experts or economic agents. They now have access to a more reliable and complete source of information, as the database is being updated in real time.
2013	Governmental Service for Electronic Payments MPay	MPay is governmental service for electronic payments, is an informational tool by which various services can be paid online. MPAY can enable payment services through multiple payment methods such as credit cards, payment terminals, e-banking and cash payments.
2013	e-Civil Status	• E-Civil Status Service allows a more efficient and safe management of data • Citizens can request and pay for Civil Status services online, without having to visit the issuing institution • Due to Mobile Digital Signature and MPay, even citizens who are abroad can request the necessary Civil Status documents and pay for theme
2013	e-CNAM	• The electronic system e-CNAM offers a modern alternative of informational exchange. Its implementation allows replacing manual procedures with automatic ones in receiving and processing report forms. • The system's implementation increases the quality of the services provided by the National Health Insurance Company, by reducing the number of errors in forms and by increasing the quality and accuracy of information. • Using the e-CNAM service simplifies the process of forms

Year	Title of good practice case	Justification for selection
		submission, increases the accuracy of the data and saves institutional resources.
2013	e-CNAS	• Using the e-CNAS service helps saving time, money and institutional resources. • The system's implementation increases the quality of services by reducing the number of errors and by increasing the quality and accuracy of information.
2013	e-Public Procurement	• Tenderers can control the process of the procurement • Enhancing competitiveness and trust in the procurement process • Simplifying interaction with the contracting authorities • Multiple journeys to the contracting authorities' headquarter or to the Public Procurement Agency are eliminated • The access to updated information is available when needed • The error possibility is reduced • Ensuring fast access to statistical analysis • Projects are developing in an equitable way • Direct interaction with contracting authorities' representatives is minimal
2013	M-Cloud	• Saving resources • Eliminating maintenance costs • Improving data management quality • Increasing information security • Delivering quality services for citizens and businesses
2013	SIGEDIA	• Diminishing administrative costs due to reducing the volume of paper and office equipment used in the transition of official documents. • A more efficient and flexible process, reducing the correspondence from a few days, in the case of official correspondence on paper, to a few seconds, with the document management system. This will also result in developing better quality regulations since the approval of the documents will be much faster. • A higher security and confidentiality degree in the documents' circulation.

Updated National ICT R&D priorities towards H2020

Topics-areas
ICT in 'Excellent science'
Research infrastructures
Development, deployment and operation of ICT-based e-infrastructures
ICT in 'Leadership in Enabling and Industrial Technologies'
Future Internet
Smart Networks and novel Internet Architectures
Advanced Cloud Infrastructures and Services
Boosting public sector productivity and innovation through cloud computing services
Content technologies and information management
Technologies for better human learning and teaching
ICT Cross-Cutting Activities
Internet of Things and Platforms for Connected Smart Objects
ICT in 'Societal challenges'
SC1: Health, demographic change and wellbeing
Advancing active and healthy ageing
Advancing active and healthy ageing with ICT: Early risk detection and intervention Integrated, sustainable, citizen-center care
Advanced ICT systems and services for Integrated Care
SC3: Secure, clean and efficient energy
New ICT-based solutions for energy efficiency
SC5: Climate action, environment, resource efficiency and raw materials
Bridging the gap: from innovative water solutions to market replication
SC6: Europe in a changing world – Innovative, inclusive and reflective societies
ICT-enabled open government

Innovation Policy

The Moldovan innovation system is for many years centralized. The main innovation policy makers are the Academy of Sciences, Parliament of Moldova, Agency for Innovation and Technology Transfer and the Ministry of Economy.

Several agencies and bodies subordinated to the academy, the ministry of economy or other ministries are also involved in policy formulation and implementation.

The Academy of Sciences of Moldova is the main policy-making institution and fulfils the role of a ministry of science. The president of ASM is a member of the government. The Moldovan Government approves the R&D budget and the Moldovan Parliament approves laws for R&D and innovation.

The academy is the main policy implementation body; nearly all public R&D and innovation funding programs are managed by the academy through its executive body, the Supreme Council for Science and Technological Development (SCSTD), and its subordinated management bodies and agencies, the Center for Fundamental and Applied Research Funding (CFCFA), the Center for International Projects (CPI), and the Agency for Innovation and Technology Transfer (AITT).

The Moldovan Parliament adopts legal acts, approves strategic directions and the amount of financial resources for R&D, and ratifies international agreements in the field of science and innovation. The Parliamentary Committee on Culture, Education, Research, Youth, Sports and Media is responsible for the analysis and improvement of draft acts related to science and innovation.

The Agency for Innovation and Technology Transfer

The Supreme Council for Science and Technology Development of the Academy of Sciences of Moldova has created the Agency for Innovation and Technology Transfer (AITT).
The Agency performs the following functions:
- Implementation of the state policy in the sphere of innovation and technology transfer;
- Elaboration of suggestions on the improvement of the legislative and juridical framework in the sphere of innovation and technology transfer;
- Defining main directions in the sphere of innovation and technology transfer, in terms of different programs and projects at all levels;
- Participating in establishing partnerships between different organizations in the sphere of science and innovation, higher education institutions and production units;
- Determining the volume of financial resources for implementing programs and projects in the sphere on innovation and technology transfer, which is to be approved by the Supreme Council;
- Coordinating the process of creating infrastructure in the sphere of innovation and technology transfer;
- Offering specialized assistance in the sphere of innovation and technology transfer;
- Organizing exhibitions on the achievements in the sphere of innovation and technology transfer.

The main characteristics of the national innovation policy have not significantly changed over the years.

General goals of R&D and innovation policy are defined in the Code on Science and Innovation. These goals have been complemented and refined in the Partnership Agreement (2009 – 2012 and 2013) between the Academy of Sciences (ASM) and the Moldovan Government. Objectives include hence strengthening the infrastructure of science and innovation, stimulating the creation of small and medium sized enterprises, attracting direct investments in science and innovation, and expanding technology transfer.

The Moldovan innovative policies managed by the Ministry of Economy are defined in Innovative Strategy of the Republic of Moldova for the period 2013-2020 "Innovation for Competitiveness", approved by Government Decision no. 952 of 27.11.2013 which will help to implement the new paradigm of economic development defined in the National Development Strategy «Moldova 2020». This paradigm is based on attracting investments, development of export industries, building the knowledge society, including by strengthening research and development, innovation and technology transfer aimed at efficiency and competitiveness. The strategy is designed to support the achievement of the Activity Program of the Government of Moldova "European Integration: Freedom, Democracy, and Welfare. 2013-2014".

The strategy focuses on three specific objectives of the Programme for Government Activity:
- technological development of enterprises, including small and medium enterprises (SMEs);
- development of support infrastructure for innovation activities;
- Ensuring the conditions for building a knowledge-based economy.

Despite the fact the that the ICT is not specifically mentioned in the Innovative Strategy "Innovation for Competitiveness", the ICT innovation is mentioned in the Digital Moldova 2020 Strategy, Pillar III: Capacities and utilization - Strengthening literacy and digital skills to enable innovation and usage stimulation.

The structure of public R&D and innovation funding for 2008-2012 was divided as following 66.8% - Institutional projects, 3.6% - State R&D programmes, 1.6% - Independent projects (mainly grants for young researchers), 2.1% - International projects, 3.7% - Innovation and technology transfer projects, 0.3% - Reserve fund, 4.5% - Personnel training (especially PhD programmes), 7.8% - Institutions (e.g. libraries, experimental stations etc.) and administrative organs (e.g. staff of science sections) which support the R&D process, 2.1% - Administrative bodies (SCSTD, CNAA), 7.5% - Capital investment.

Gross Domestic Expenditure on R&D and innovation (GERD) according to data of ASM reached in the Republic of Moldova in 2012 an amount of Moldovan Lei 351.4 million (€22m), which was as a share of GDP a moderate 0.4%. For the 2013 year the Moldovan Government committed to make budgetary allocations in R&I of 0.34% of GDP. Until 2008, GERD was steadily rising and had reached in absolute figures €24.3m. RDI funding is overwhelmingly provided by governmental sources, although no exact data on the business-enterprise sector are available.

	2008	2009	2010	2011	2012	EU average 2012
GDP growth rate	7.8	-6.0	6.9	6.4	-0.8	-0.4
GERD as % of GDP	0.7	0.59	0.5	0.4	0.4	2.06 (e)
GERD per capita in EURO	6.8	6.1	6.1	6.0	6.4	525.8 (e)
GBAORD - Total R&D Appropriations(€ million)	22.9	19.9	19.6	17.7	19.2	86 309.5
GBAORD as % of GDP	0.66	0.53	0.45	0.34	0.35	0.73 (2011)
BERD (€ million)	-	-	-	-	-	168 041.8
BERD as % of GDP	-	-	-	-	-	1.3
GERD financed by abroad as % of total GERD	3.7	6.5	7.4	9.4	-	9.2 (2011)
R&D performed by HEIs (% of GERD)	12.0	11.6	13.7	11.0	-	24
R&D performed by PROs (% of GERD)	7.9	77.1	76.0	70.0	-	12
R&D performed by Business Enterprise sector	14.1	11.3	10.3	19.0	-	63

Nearly all competitive R&D funding from public sources is provided through the Moldovan Academy of Sciences (ASM). Only research organisations accredited by the National Council for Accreditation and Attestation (CNAA) are eligible for receiving public R&D support.

In 2008-2012, competitive funding made up 15% of the estimated GERD.
The following table gives an overview of competitive funding schemes and amounts of funding allocated (amounts in €):

Scheme / programme	2006	2007	2008	2009	2010	2011	2012
State programmes for Research and Development	685 313	1 246 375	1 112 438	106 000	609 375	361 750	342 300
Independent projects	80 688	124 938	267 313	278 063	322 250	306 688	383 300
International projects	-	325 188	405 188	521 625	480 625	416 313	274 600
Innovation and Technology Transfer Projects	186 063	519 313	717 313	749 750	860 313	687 000	623 300
Grants for organising scientific events	-	-	-	-	-	-	20 600

Annex 3: Overview of Innovation Policy Documents

The **Code of the Republic of Moldova on science and innovation**[10] is the basic legal document regulating science, research and innovation activities in Moldova. It covers a wide variety of aspects:

- science and innovation policy making by the government;
- the role and status of the Academy of Sciences;
- accreditation of research organisations;
- definition and protection of Intellectual Property Rights (IPR);
- information policy on science and innovation, and on generated results;
- funding of research institutions, and of R&D and innovation activities;
- legal status of organisations in science and innovation;
- status of researchers;
- International relations in science and innovation.

The Code on Science and Innovation addresses several priority issues of science, research and innovation: It contributes to strengthening the share of competitive funding of R&D and innovation, although institutional funding is still the overwhelming mode of R&D resource allocation. The Code enhances the role of innovation, introduced innovation support tools and regulates IPR. It specifies the accreditation of research organisations in Moldova, which is a main criterion for receiving public funding. It confirms the strong role of the Academy of Sciences in the Moldovan S&T system and regulates its relation to the government[11].

The **Innovation Strategy of the Republic of Moldova for the period 2013-2020: "Innovations for competitiveness"[12]** was elaborated by Ministry of Economy of the Republic of Moldova.

The strategy "Innovations for competitiveness" 2013-2020 defines a vision, objectives and measures for developing innovation activities in the Republic of Moldova. The overarching aim is that innovation should contribute to achieving a sustainable and competitive knowledge-based economy. The strategy assesses the current situation and the development potential in the area of innovation. It includes an analysis of strengths, weaknesses, opportunities and threats, and identifies strategic innovation priorities.

The strategy perceives innovation as transforming new ideas into successful products, or known ideas into new products. This latter approach reflects current realities and needs of the Moldovan society, which has good capacity to assimilate, copy, reproduce, re-engineer and optimize existing innovations, but has little capacity to generate new innovations.

In Moldova, research, technological development and innovation on the one hand, and the real economy on the other hand evolve largely independently of one another. The connection between research, education and business is rather poor. As a result, the economy is largely driven by the cost of resources and not by skills and innovation.

In the strategy it is planned that innovation will be stimulated in companies as well as in the society in general. The strategy formulates that Moldovan firms should be supported to absorb, generate and disseminate innovation. Business should be better connected to universities and

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[10] http://asm.md/administrator/fisiere/cadru/f57.pdf
[11] http://erawatch.jrc.ec.europa.eu/erawatch/opencms/information/country_pages/md/policydocument/policydoc_0001
[12] http://www.gov.md/public/files/ordinea_de_zi/18092013/Proba16.pdf

research centers. A list of practical measures for implementing the strategy has been compiled and annexed to the strategy in the Action Plan. These measures include support for innovation and technology transfer projects, introducing an innovation voucher scheme, etc.

Main policy documents concerning Innovation policy adopted/published since 2010-2011[13]

Title of document	Date	Organisation responsible	Legal status
Innovation for Competitiveness	2013-2020	Ministry of Economy of the Republic of Moldova	Government Decision no. 952 November 27, 2013
Code on Science and Innovation	2004	Academy of Sciences of Moldova	Government Decision no. 259-XV, July 15, 2004
Partnership Agreement between the Academy of Sciences (ASM) and the Moldovan Government Part of Code on Science and Innovation	2013	Academy of Sciences of Moldova	Government Decision no. 714, September 12, 2013

Annex 4: Overview of Innovation Policies

Policy Measure Fiche: overview

IP Number	Title of measure	Overview
1	Adoption of an open governance model of research and innovation	- institutional reform in the research and innovation; - providing training to strengthen skills in innovation policies; - improving the statistical system of business and innovation policies; - ensure transparency of communication and public consultation.
2	Empowering people with innovative skills	- adapting the formal training programmes to the needs of innovation development and supporting young talent; - supporting and popularising innovation activity.
3	Orientation of companies towards innovation	- providing the legal framework for innovation activities; - facilitating access of innovators to financial resources; - facilitating networking and technological cooperation of Moldovan and foreign companies; - providing state support for innovative companies.
4	Applying knowledge to solve societal and global problems	- strengthening innovation connections between companies, and the educational and research sectors; - increasing the effectiveness of innovative organisations in implementing research results; - facilitating the integration of Moldovan innovators and researchers in the international market of innovations and ideas
5	Stimulation of demand for innovative products and services	- promoting broadband internet as a platform for developing online services and innovation; - using state procurement for stimulating innovation activities.

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[13] http://www.mec.gov.md/sites/default/files/document/proba16.pdf

International Cooperation

Moldovan-EECA bilateral cooperation is based on the Cooperation Agreements signed by the Academy of Sciences of Moldova with different foundations, ministries, academies and other funding authorities from the foreign countries, where are stipulated the conditions of participation, scientific priorities and schedule of Calls launching.

In the EECA region, Moldova has a long lasting bilateral collaboration with Academies of Sciences of Azerbaijan, Ukraine, Belarus, Armenia, Russia.

Every year under the bilateral agreements calls are announced. In 2013 calls with Science and Technology Center in Ukraine and National Agency for Science Issues, Innovation and Informatization of Ukraine were announced and 12 projects were funded. For 2014 a bilateral call with Belarus was announced with the deadline 20th of October[14]

Table 1: Overview of bilateral Moldova-EECA agreements

Title of document	Date	Country/Organisation responsible	Scope of cooperation
Bilateral cooperation agreement between Academy of Sciences of Moldova and Academy of Sciences of Moldova of Armenia	October 13, 2013	Armenia – Moldova/ Academies of Sciences	Joint Calls
Protocol for planning topics and terms of joint scientific research competition of the Academy of Sciences of Moldova and the National Academy of Sciences of Azerbaijan for 2012-2014	November 2, 2011	Azerbaijan – Moldova/ Academies of Sciences	Joint Calls
Belarus-Moldova Joint Commission on Cooperation in the field of Science and Technology		Belarus – Moldova	Joint Commission
Belarusian Republican Foundation for Fundamental Research – Academy of Sciences of Moldova - 2015	2014/2015	Belarus – Moldova	Joint call of scientific projects
Agreement between the Government of the Republic of Belarus and the Government of the Republic of Moldova on Cooperation in the field of Science and Technology	November 13, 2003	Belarus – Moldova / Governments	Agreement on Cooperation in the field of Science and Technology
Bilateral cooperation agreement between Academy of Sciences of Moldova - Belarusian Republican Foundation for Fundamental Research	2012	Belarus – Moldova/ Academy of Sciences of Moldova - Belarusian Republican Foundation for Fundamental Research	Joint Calls
Bilateral cooperation agreement between Academy of Sciences of Moldova - Science and Technology	2013	Ukraine – Moldova/ Academy of Sciences of Moldova - Science and	Joint Calls

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[14] http://cpi.asm.md/?page_id=11&lang=en

Title of document	Date	Country/Organisation responsible	Scope of cooperation
Center in Ukraine		Technology Center in Ukraine	
Bilateral cooperation agreement between Academy of Sciences of Moldova - National Agency for Science Issues, Innovation and Informatization of Ukraine	2012	Ukraine – Moldova/ Academy of Sciences of Moldova - National Agency for Science Issues, Innovation and Informatization of Ukraine	Joint Calls

ICT policies and programmes facilitating co-operation with the EU

The EU is developing an increasingly close relationship with Moldova, going beyond co-operation, to gradual economic integration and a deepening of political co-operation.

Moldova is a partner country within the European Neighbourhood Policy (ENP). A joint EU-Moldova ENP Action Plan lays out the strategic objectives based on commitments to shared values and effective implementation of political, economic and institutional reforms.

The EU-Moldova ENP Action Plan is based on the Partnership & Cooperation Agreement (PCA) and encourages and supports Moldova's objective of further integration into European economic and social structures.

The objective of the ENP, launched in the context of the 2004 enlargement round is to share the EU´s stability, security and prosperity with neighbouring countries including Moldova, in a way that is distinct from EU membership. The ENP is designed to prevent the emergence of new dividing lines in Europe by offering neighbouring countries closer political, security, economic and cultural cooperation.

The EU and Moldova have agreed to specific objectives in an Action Plan endorsed by the EU - Moldova Cooperation Council on 22 February 2005. The Commission put forward a mid-term assessment of the implementation of the Action Plan in November 2006.

The EU and the Republic of Moldova have finalised negotiations for are currently negotiating an Association Agreement to succeed the PCA. The Association Agreement was initialed by both sides on 29 November 2013 on the occasion of the Eastern Partnership Summit in Vilnius. The Association Agreement will significantly deepen Moldova's political association and economic integration with the EU and includes the gradual implementation of a Deep and Comprehensive Free Trade Area.

EU-Republic of Moldova visa facilitation and readmission agreements entered into force in January 2008 and a wider Mobility Partnership was signed in June 2008. In June 2010 a visa dialogue opened, examining conditions for visa-free travel of Moldovan citizens to the EU as a long-term goal.

Furthermore, the EU supports efforts to achieve a lasting resolution of the Transnistria problem. Other priorities for relations with Moldova include strengthening of institutions, reforming the judiciary, improving the business climate, ensuring respect for freedom of expression and media, improving health and social conditions and cooperating on issues such

as border management, migration and the fight against trafficking, organised crime, corruption and money laundering.

Since 2010, the Republic of Moldova is a full member of the Energy Community Treaty[15].

Policy Measures facilitating co-operation between Moldova and EU

N°	Title	Organisation responsible
1	European Neighbourhood Instrument 2014-2020	Ministry of Foreign Affairs and European Integration
2	European Neighbourhood and Partnership Instrument 2007-2013	Ministry of Foreign Affairs and European Integration
3	European Neighbourhood and Partnership Instrument – Country Strategy Paper 2007-2013	Ministry of Foreign Affairs and European Integration
4	Support for Partnership, Reforms and Inclusive Growth 2011-2013	Ministry of Foreign Affairs and European Integration
5	Eastern Partnership Cooperation and Integration 2011-2013	Ministry of Foreign Affairs and European Integration
6	National Indicative Programme	Ministry of Foreign Affairs and European Integration

Table 2: Overview of bilateral Moldova – EC agreements

Title of document	Date	Country/Organisation responsible	Scope of cooperation agreed
Scientific Cooperation Agreement between the Academy of Sciences of Lisbon and Academy of Sciences of Moldova	October 12, 2011	Academy of Sciences of Lisbon and Academy of Sciences of Moldova	Joint calls
Agreement between the National Centre for Scientific Research in France and Academy of Sciences of Moldova	May 24, 2011	National Centre for Scientific Research in France and Academy of Sciences of Moldova	Joint Calls
Memorandum of Understanding between the Academy of Sciences of Moldova and the National Authority for Scientific Research on cooperation in the framework of the Romanian Office for Science and Technology at the European Union	March 28, 2011	Academy of Sciences of Moldova and the National Authority for Scientific Research on cooperation in the framework of the Romanian Office for Science and Technology at the European Union	Bilateral exchange visits
Cooperation Programme of Scientific Cooperation Agreement between the National Research Council of Italy and the Academy of Sciences of Moldova	June 23, 2010	National Research Council of Italy and the Academy of Sciences of Moldova	Joint Calls

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[15] http://eeas.europa.eu/moldova/index_en.htm

Title of document	Date	Country/Organisation responsible	Scope of cooperation agreed
Bilateral collaboration agreement Academy of Sciences of Moldova - Federal Ministry for Education and Research of Germany	2012	Academy of Sciences of Moldova - Federal Ministry for Education and Research of Germany	Joint Calls
Bilateral collaboration agreement Academy of Sciences of Moldova - National Authority for Scientific Research of Romania	2012	Academy of Sciences of Moldova - National Authority for Scientific Research of Romania	Joint Calls
Bilateral collaboration agreement Academy of Sciences of Moldova and agreement Academy of Sciences of Slovenia	June 09, 2013	Academy of Sciences of Slovenia	Joint Calls
Cross Border Cooperation CBC Moldova – Romania - Ukraine	2007 - 2013	Ministry of Regional Development and Tourism, Romania	Cross Border Cooperation
Cross Border Cooperation Black Sea Programme	2007 - 2013	Ministry of Regional Development and Public Administration Directorate - MA for European Territorial Cooperation Programs, Bucharest, Romania	Cross Border Cooperation
Cross Border Cooperation South East Europe	2007 - 2013	Ministry of Regional Development and Public Administration, Bucharest, Romania	Cross Border Cooperation partnerships and joint action on matters of strategic importance

The Republic of Moldova unfolds a dynamic and fruitful international cooperation in the field of information technology and electronic communications. The country is member of various bodies, initiatives and projects in the related field at the level of relevant international organizations; it also develops regional and bilateral collaboration with other states.

Therefore, external cooperation relations in the related area are presented as follows:
Relevant international bodies – UN specialized institutions
- International Telecommunication Union (ITU);
- Universal Postal Union (UPU).

The Republic of Moldova joined to the UN General Assembly Resolution 56/183 (21 December 2001) which started the Moldovan commitment for development of an Informational Society by adherence to the two phases of its implementation under the

World Summit on the Information Society (WSIS), the first phase took place in Geneva from 10th to 12th December, 2003 and the second phase took place in Tunis from 16th to 18th November, 2005.

International Telecommunication Union

The Republic of Moldova became member of the International Telecommunication Union (ITU) on October 20th, 1992. The ITU is the oldest international organization of this kind. It was established on May 17th, 1865, by signing in Paris, in 1865, the first International Telegraph Convention. The partnership with the private sector creates conditions for the financial balance, for representation of all interested parties and contribution in technical expertise, etc. Thus, starting February 1st, 2002 the JSC "Moldtelecom", as a national telephone operator, become a member of ITU, Development sector (ITU-D).

Universal Postal Union

Republic of Moldova became a full-fledged member of the UPU on November 16th, 1992. Since 1997 the Republic of Moldova joined the UPU' basic documents, which were ratified by the Moldovan Parliament on September 30th, 2004(Laws nr. 318-XV; nr. 319-XV; nr. 320-XV; nr. 321-XV from September 30th, 2004). As a result of the joining the UPU the Republic of Moldova benefits from all its advantages: transit freedom, the possibility to realize postal exchange and money orders all around the world, integration into the international postal community. This results in the development and improvement of postal services, technical assistance in order to promote new postal technologies, offering of grants for participation in seminars, conferences and for raising the level of staff's skill.

External cooperation at the regional level

A valuable contribution to the development of the information society in the Republic of Moldova is made within regional cooperation; Moldova is member of several regional groups and commissions:
- The Council of Europe by its specialized commissions for protection of personal data, human rights in the context of information society and electronic democracy;
- The Republic of Moldova is part to the Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data and its participation in the activity of the Consultative Committee results in a permanent practical support.
- Electronic South-Eastern Europe (eSEE) Initiative, component of the Regional Cooperation Council;
- Electronic South-Eastern Europe (eSEE) Initiative had been launched in 2001, as part of the Stability Pact for South Eastern Europe. The Republic of Moldova was permanently mentioned as one of the countries that had fulfilled in a proper manner the stated objectives by the eSEE Agenda for 2003-2007.
- Regional Commonwealth in the field of Communications (RCC) and the Coordination council of CIS Member States for Informatization;
- The Republic of Moldova participates in the activity of the Regional Commonwealth in the field of Communications (RCC) and its specialized commissions, as well as in the activity of the Coordination Council for Informatization of the CIS member states attached to RCC.
- Organization for Democracy and Economic Development (ODED-GUAM) by means of its working group on information technology and communications;

- One of the main priorities of regional cooperation within the frames of ODED – GUAM represents the collaboration in the field of information technology.
- Organization for Black Sea Economic Cooperation, by means of its Working Group on information and communication technologies.