



Government services transformed with Mobile ID

Case Study: Moldova

Moldova has introduced a range of online eGovernment services, offering citizens the speed, privacy, convenience and transparency of digital access to numerous government services and information sources, including online applications and official documents. Citizens are able to confirm their identity and sign documents using a mobile phone, by simply entering a unique PIN that they've chosen themselves.



Government initiative

In 2011, the Government of Moldova launched the Governance e-Transformation Agenda to improve public service delivery, increase administrative efficiency and transparency, and reduce corruption by harnessing innovation, information, and communications technologies. The objective is that by 2020, all public services will be digitized and accessible for citizens and businesses, and for citizens to be engaged with the government to improve delivery of government information, products, and services.



As part of the project, the government together with the mobile network operators has deployed a mobile eID infrastructure (MeID), as a critical enabler of public service delivery.

The MeID platform provides fast, secure, convenient, and transparent digital access to government services and information for citizens, including online applications and official documents.

Mobile ID

The Mobile ID program in Moldova is a government-led project that began deployment in partnership with mobile network operators in 2012. The Mobile ID SIM applet allows citizens to confirm their identity and sign documents directly from their mobile phone, by entering a unique user-selectable PIN code.

Gemalto's LinqUs Mobile ID solution, which is being used for this project, is responsible for the entire life-cycle management of mobile identities, from user registration to verification of mobile digital signatures, and connection to the certification authority and e-Government portals. LinqUs Mobile ID provides telecom operators and government agencies total flexibility in terms of integration with new service providers and as such, is totally scalable regarding additional services such as Mpay, the Moldovan government's electronic payment service launched in 2014. The future-proof LinqUs Mobile ID platform is compliant with all GSMA Mobile Connect requirements and enables user-friendly and secure mobile services to improve the lives of the Moldovan people.

"An end-to-end solution that is proven in over 20 applications worldwide."

Sergiu Postica
Strategy and Development Director
Orange Moldova

In addition to improving the efficiency of government services, this nationwide infrastructure also allows financial service companies and other online service providers to introduce innovative e-Services.

Digital signature for all citizens

The Mobile Signature service was launched in September 2012 in partnership with mobile operators. Mobile ID and digital signatures have transformed the national identification document for Moldovan citizens into an electronic form that can be used wherever and whenever needed as it is carried on users' mobile handsets. Mobile Signature offers fast and convenient access to both public and private electronic services, and citizens can use it to authenticate themselves with any online service and sign documents, reports, declarations or official requests remotely.

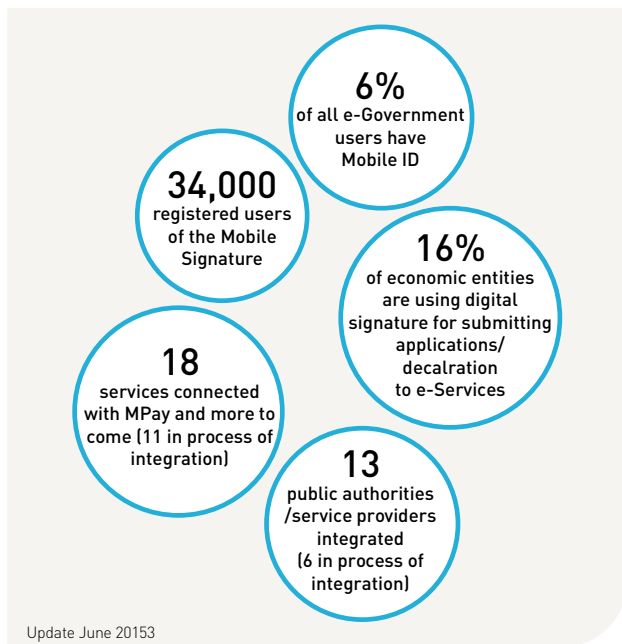
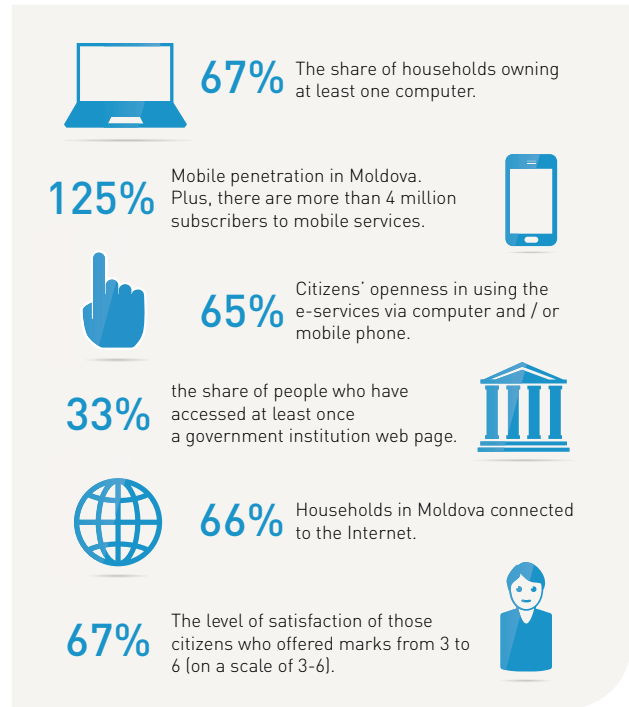
There is a wide range of services that are already accepting mobile digital signatures, including eLicensing, tax declarations, and criminal records requests. Some licenses required by businesses can be applied for online using Mobile Signature.

A true public-private partnership

Under the Moldovan public-private partnership model, mobile operators invest in and make available the service for the citizens and manage registration. The government's role is to make existing online services available through Mobile ID, to manage certification, and take charge of digital certificate issuance for citizens.

Ready for national e-Services

Every year, a National Survey called "Perception, assimilation and support by the population of the eGovernment transformation in Moldova", is carried out. It aims to determine the level of understanding and support for using eServices, as well as openness towards using electronic public services and eGovernment products.



Best m-Government Initiative

In 2013, the government of Moldova received a Government Global Mobile Award from the GSMA for the Mobile Signature project. This award is given to governments that have embraced mobile technologies as an opportunity to leverage the potential of mobile to improve government initiatives.

LinqUs Mobile ID: convenience and security for eGovernment services

- > A trusted way for citizens to access eGovernment services in an increasingly mobile world
- > Digital identity and signature enabled
- > Easy registration for a user-friendly service
- > Universal and interoperable for all eServices from government, businesses, and mobile operators
- > Top-level security to reassure users through the use of public key infrastructure



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