The World Bank
Governance eTransformation Project (P121231)

Implementation Status & Results Report

Governance eTransformation Project (P121231)

EUROPE AND CENTRAL ASIA | Moldova | Global Information/Communications Technology Global Practice |
IBRD/IDA | Specific Investment Loan | FY 2011 | Seq No: 8 | ARCHIVED on 08-Jan-2015 | ISR16089 |

Implementing Agencies:

Key Dates

Key Project Dates

Board Approval date:09-Jun-2011

Effectiveness Date:28-Sep-2011

Planned Mid Term Review Date:12-May-2014

Actual Mid-Term Review Date:04-Mar-2014

Original Closing Date:31-Dec-2016

Revised Closing Date:31-Dec-2016

Project Development Objectives

Project Development Objective (from Project Appraisal Document)
The project development objective is to transform delivery of selected public services using ICTs. This objective will be achievedby: (i) improving
leadership capacity, enabling environment and management of ICTs in the public sector; (ii) using a modern service delivery platform, and (iii)
increasing transparency in the public sector.

Has the Project Development Objective been changed since Board Approval of the Project Objective?
No

Components

Name
Component 1: e-Leadership Capacity and Enabling Environment:(Cost $5.20 M)
Component 2: Shared Infrastructure and e-Services Development:(Cost $14.80 M)

Overall Ratings

Name	Previous Rating	Current Rating
Progress towards achievement of PDO	● Moderately Satisfactory	● Moderately Satisfactory
Overall Implementation Progress (IP)	● Moderately Unsatisfactory	● Moderately Unsatisfactory
Overall Risk Rating	--	● Low

Implementation Status and Key Decisions

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This ISR covers the main findings, results, issues and actions of a Reverse mission held in Washington D.C. from October 6-10, 2014.
The project is at the end of its third year of implementation. Current disbursement is US$7.5 million from IDA funds.
Component 1.1 Support for the e-Government Center and e-Leadership Development has disbursed and committed 71% of funds and is on target.
Component 1.2 Developing Enabling Environment, including Policy, Legal and Technical Frameworks and Programs has disbursed and committed 63% of funds and is on target.
Component 2.1 Implementation of M-Cloud Phase I shared e-Government infrastructure has been completed; migration is underway. MCloud Phase II is at a contract signature stage.
Component 2.2 e-Services have disbursed and committed 85% of funds and is on target.

Significant accomplishments took place with implementation of interoperability, enabling platforms, migration to M-Cloud, and e-Services. It is also important to noted that Government of Moldova has put in place a strong EU-compliant policy framework.

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Risks

Systematic Operations Risk-rating Tool

Risk Category	Rating at Approval	Previous Rating	Current Rating
Political and Governance	--	--	● Moderate
Macroeconomic	--	--	● Moderate
Sector Strategies and Policies	--	--	● Low
Technical Design of Project or Program	--	--	● Low
Institutional Capacity for Implementation and Sustainability	--	--	● Low
Fiduciary	--	--	● Low
Environment and Social	--	--	● Low
Stakeholders	--	--	● Moderate
Other	--	--	--
Overall	--	--	● Low

Results

Project Development Objective Indicators

▶ Citizen uptake of e-government services (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	7.00	22.00	22.00	25.00
Date	01-Nov-2010	11-Mar-2014	06-Oct-2014	31-Dec-2016

▶ User Perception of Quality of Public Services (%) (Percentage, Core)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	64.00	64.00	60.00

Date	09-Jun-2011	11-Mar-2014	06-Oct-2014	31-Dec-2016

▶ Direct project beneficiaries (Number, Core)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	181013.00	227213.00	300000.00
Date	09-Jun-2011	11-Mar-2014	06-Oct-2014	31-Dec-2016

◢ Female beneficiaries (Percentage, Core Supplement)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	51.87	50.40	50.00
Date	09-Jun-2011	11-Mar-2014	06-Oct-2014	31-Dec-2016

Overall Comments

Intermediate Results Indicators

▶ Public support for e-Government (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	53.00	65.00	65.00	70.00
Date	01-Nov-2010	11-Mar-2014	06-Oct-2014	31-Dec-2016

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▸ People trained under the project (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	908.00	1057.00	2000.00
Date	09-Jun-2011	11-Mar-2014	06-Oct-2014	31-Dec-2016

▸ Data sets available on the Open Government Data website (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	50.00	710.00	767.00	600.00
Date	09-Jun-2011	11-Mar-2014	06-Oct-2014	31-Dec-2016

▸ Uptake of shared e-Government infrastructure (M-Cloud) (Percentage, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	20.90	27.00	25.00
Date	09-Jun-2011	11-Mar-2014	06-Oct-2014	31-Dec-2016

▸ Visits to Government Services Portal (Number, Custom)

	Baseline	Actual (Previous)	Actual (Current)	End Target
Value	0.00	256490.00	353002.00	400000.00
Date	09-Jun-2011	11-Mar-2014	06-Oct-2014	31-Dec-2016

Overall Comments
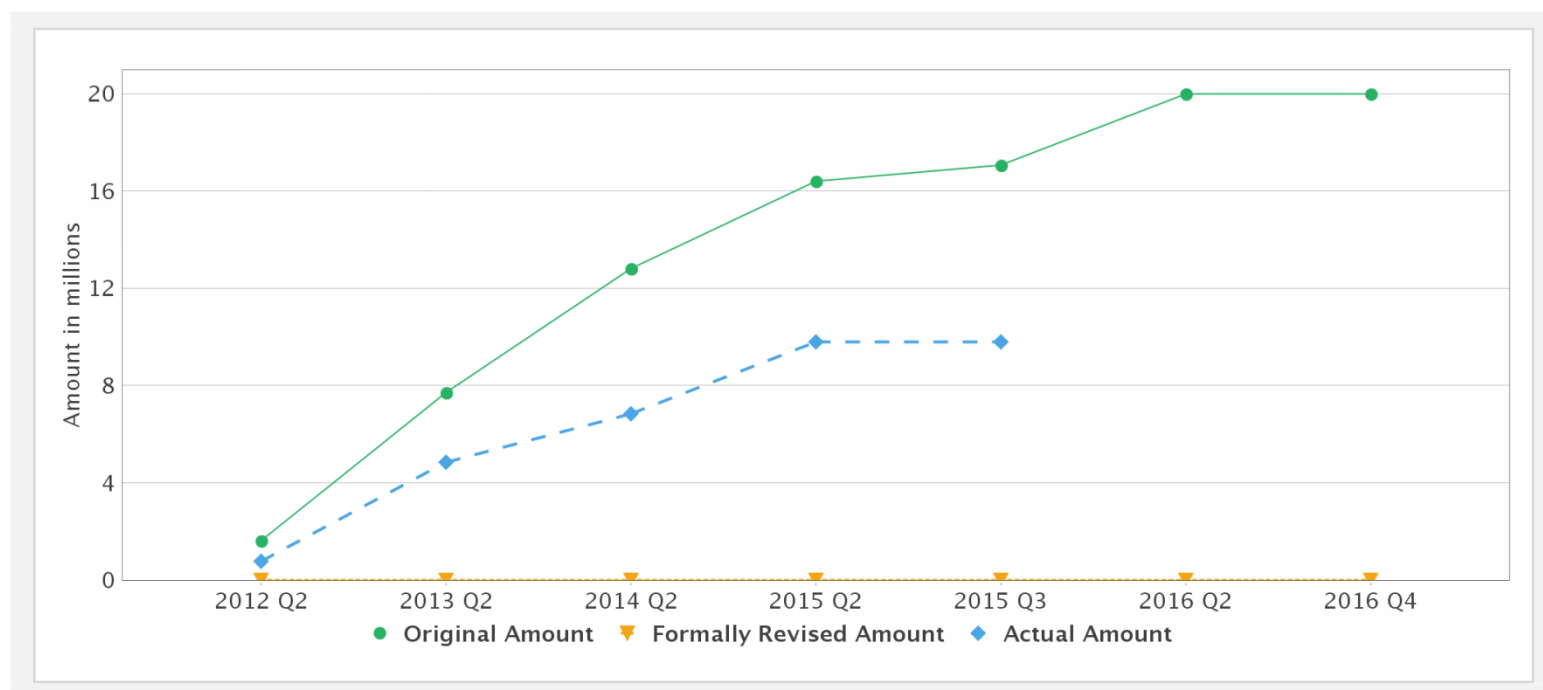
Data on Financial Performance

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Disbursements (by loan)

Project	Loan/Credit/TF	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed		Disbursed
P121231	IDA-50000	Effective	USD	20.00	20.00	0.00	8.32	10.60		42%
P121231	TF-11741	Closed	USD	1.49	1.48	0.00	1.48	0.00		100%

Key Dates (by loan)

Project	Loan/Credit/TF	Status	Approval Date	Signing Date	Effectiveness Date	Orig. Closing Date	Rev. Closing Date
P121231	IDA-50000	Effective	09-Jun-2011	01-Jul-2011	28-Sep-2011	31-Dec-2016	31-Dec-2016
P121231	TF-11741	Closed	17-Feb-2012	17-Feb-2012	17-Feb-2012	31-Dec-2012	31-Dec-2012

Cumulative Disbursements

Restructuring History

There has been no restructuring to date.

Related Project(s)

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There are no related projects.