Romania Information Technology Initiative-Policy (RITI-Policy)

THIRD YEAR:
FIFTH QUARTERLY PROGRESS REPORT
JULY-SEPTEMBER 2005

USAID/RSC/RCO – Budapest ACA # No. 186-A-00-02-00101-00
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The three-year $1,196,032 Romania Information Technology Initiative-Policy Project (RITI-Policy) was awarded by USAID/Romania on 21 May 2002 and became operational in June 2002, with the signing of Associate Cooperative Agreement No. 186-A-00-02-00101-00 to Internews Network under the dot-GOV Leader with Associates Award (GDG-A-00-01-00009-00). The Project has been extended to 30 September 2005.

RITI-Policy has an office located in the Ministry of Communication and Information Technologies (MCTI) in Bucharest. The staff of the project is Mr. Bogdan Manolea – Project Director and Ms. Anca Argesiu - Project Manager.   Information about the project can be found at www.riti-internews.ro

The RITI-Policy project is helping establish a transparent, efficient policy and regulatory framework for the telecommunications sector, focusing on the need for affordable access and widespread availability of information technology. The RITI project addresses the USAID-Romania ***SO 1.3 Accelerated Private Sector Growth by Supporting a Market Driven Economy; IR 1.3.1 Improved policy/legal/regulatory framework supportive of market expansion.***

I. QUARTERLY HIGHLIGHTS

- E-Government Conference for Eastern Europe focusing on local level public-private partnerships co-sponsored by the Ministry of Communication Technology and Information (MCTI), held at Sinaia, Romania with 90 participants, 12-13 September.

- Self-regulation activities developed by APTI (Association for Technology and Internet) through a sub-grant from RITI: Policy.

- Completion of Cyber Crime workshops for Prosecutors and Judges.

- Training of MCTI staff in ICT Skills and Communications.

II. ENCOURAGING AN EFFICIENT MARKET

1. Increased Rural Access

Since May, 2002 RITI: Policy has been encouraging the ANRC to target local communities as active participants in the Universal Service Obligation Law. ANRC is now taking this approach with implementation of the Universal Service Law. In July 2005 the ANRC announced that local authorities responsible for 634 localities with a poor level of telephony services availability have communicated tangible commitments for telecenters to the ANRC. Three hundred forty-three of these localities expressed committed to support of the management of the telecenters, including physical location, staff, and utilities, with the ANRC paying for the teleconnectivity.

Of these 348 localities, the ANRC will select at least 100 where public tenders will be organised for installation of the telecenters during August and September, 2005. The ANRC currently has a forecasted budget of about 14 million EUR for the installation of telecenters, which increase.

On 1 September the ANRC launched the public tender process for the installation of 40 telecenters in the first set of rural localities with no telephone connections. Each "universal service provider" tender winner will install a telecenter in the specific locality which has been selected, facilitating the inhabitants' access to telephone, facsimile and Internet services. This approach, which closely follows the suggestions provided by the RITI: Policy Project, is based on a partnership with the local authorities and limits the responsibilities of the "universal service providers."

III. REPORT BY ACTIVITY

- Finishing the Information Security activities with MCTI

- Preparing and realizing the eGovernment East European Conference

- Intensive trainings for the new MCTI staff

- Cyber Crime workshops in other cities in Romania

1. Training

Information Security Management

The final part of the sub-contract to the Romanian firm *Infologica* for training in Information Security Management was completed in July 2005. This consisted of implementation of an e-learning application, based on the course given over the past two months by *Infologica* for the MCTI IT Security Division public servants. This e-learning application will be used after the RITI: Policy Project closes for training of public servants on relevant Information Security issues. The application was presented to the Ministry, installed on one of their systems, and adjusted after feedback was received from the MCTI. This Information Security Course application will be available for other public servants who want to study the basic concepts related to Information Security and IT Security and will help as well increase on-line learning skills. The application was made available for consideration on a non-public web page at www.ceris.ro. This webpage is maintained by the IT Security and Response Team that exists in the MCTI premises.

Policy-Relevant Training for MCTI new staff

MCTI hired new staff in two phases in June and mid-July for the Information Technology Division. This increase in human resources was really needed as the Ministry was previously seriously understaffed. As the new staff are young and relatively inexperienced, the MCTI asked RITI: Policy to provide specialized training for the new staff. Six courses were organized; four of which were dedicated to improvement of IT skills (Computer Networks, Operating systems and servers: Microsoft and Linux, Databases).

Legislative drafting training. The course on legislative drafting techniques took place on 12-13 July 2005 with an expert from the Romanian Legislative Council. Twenty-one mostly new employees, from all divisions of the MCTI participated in the course. The participants will have to draft normative acts as part of their jobs. For this purpose, this course was very useful, explaining the procedure that needs to be followed for approving all types of normative acts, presenting the legislation, and the doctrine on how to write the normative acts. Exercises on the legal acts already submitted by MCTI for public consultation and the identification of the errors in these acts completed the course. The participants also received a handbook with the course materials that they will be able to consult as they undertake their work.

Information Technology training. The IT courses were organized for the period 22 August – 1 September. The *first* course, Introduction to Computer Networks, and Operating Systems (Linux) had eight MCTI employees of the Information Technology Division. Since the technological background of the students was varied, the lectures were designed for an audience ranging from beginners to experienced professionals. Although the first course introduced computer networks theory, many practical aspects related to the subject were also presented. During the second day, participants experimented with some of the networking protocols presented. They were able to understand the basic principles of the networking, starting with the physical layer and reaching out to application layer protocols and applications.

The *second* course, was an overview of the history and current state of open source operating systems. A comparison between Linux-based systems, BSD-based systems and the Windows operating system was designed to draw attention to all possible alternatives. The last day, was dedicated to a hands-on laboratory for understanding Linux (Ubuntu in particular) for an average user.

The *third* course specifically focused on Microsoft Server applications and was attended by six staff of the MCTI Information Technology Division. Again the experience with this course was that the knowledge level of the Ministry IT employees is very uneven. Thus, the Project recommends further intensive training as the hands-on experience for bright young staff is missing in many cases. This will be probably resolved in the near future, taking into account that almost all the participants have less then three months experience with the Ministry.

The final IT course, Databases, for the same six participants, focused on how to design, create and manage databases, implement data integrity techniques, use Transact-SQL to query a database. The students used Transact-SQL language to query and program Microsoft SQL Server 2000 in a Windows 2003 Server environment. A few students, two out of six, had background in databases but none had experience using the SQL Server. The lectures covered the basics of database design and query processing to remedy this situation. After studying the dominant design methodology for relational databases, each student was responsible for designing a database on a given subject. This was one of the most interesting parts of the course as the students had a debate on the requirements analysis and on identifying all relevant entities and relationships. Even the students without background in database were able to complete the task and contribute to the final solution. The

students were more interested in implementation and administration of databases rather than in design; however all learned to use Transact-SQL to query a SQL Server database.

Communications. The Communications training for 12 MCTI staff from the IT Division Section took place with 12 participants on 5-6 September 2005. The course focused on the following subjects:

- Communication styles. Non-verbal communication.
- Verbal communication skills. Active listening.
- Guide for structuring questions.
- Feedback; exercising giving and receiving feedback.
- Aggressive, passive-aggressive (manipulative) and assertive communication. Exercising assertive communication.
- Personal styles of communication. Barriers into the communication process.
- Management of emotions in communication: cooperation versus competition.
- Identifying communication problems/challenges within the team/ institution.
- Team work - analyzing communication challenges/blockings.
- Hierarchical communication. Assigning tasks.
- Team communication - using limited communication resources for carrying out tasks.

All of these subjects were addressed using theoretical presentations and practical exercises and case studies. The training was delivered using participatory adult training methods, creating a learning environment that stimulates quick assimilation of new skills, knowledge and attitudes. Though the willingness for self-discovery and self-evaluation was different amongst the trainees, their participation and collaboration was very good during the two days. There were clarifying questions and feedback issues about certain issues regarding personal behavior in communicating and relating to the others (especially regarding listening skills, communication style, assertiveness).

Because the team was relatively new and it is heterogeneous in expertise and personality, the activities concerning team communication in problem-solving situations were the most appreciated and more meaningful for the participants, serving as a source of powerful insights. Thus, the personal action plans discussed at the end of the course aimed mainly at improving team communication, as a result of the early stage of development of the whole team.

Lessons from MCTI training. The lesson learned from this intensive training of new MCTI staff is that the level of professional development now required to cope with economic growth in Romania still lags behind what is needed. For the short-run, donor resources are needed by the Ministry to bridge this gap for new staff until higher education in Romania can provide more competitive graduates. The good news however is that the MCTI is committed to training staff and the local Romanian training providers used by the Project are available and can provide professional, high quality training.

Cyber Crime Workshops

With the Ministry of Justice, the Project organized the last two cyber crime trainings for judges and prosecutors. These took place in Timisoara on 19 September and in Iasi on 26 September.

The *third* workshop on cyber crime for judges and prosecutors took place in Timisoara. Thirteen participants from Timisoara and neighboring counties discussed the theoretical and practical applications of the cyber crime law. Only two of the participants had practical experience with cyber crime related cases and shared with the workshop their experiences. One had judged an unauthorized

entry in computer systems crime (hacking) and the other one had investigated a quite complicated credit card fraud system that involved criminals from all over Romania. The latter shared lots of details regarding the procedure used to gather evidence and the technical intricacies that he faced.

The workshop also had several guests: representatives of the MCTI who presented their activity on cyber crime and the web-portal: www.efrauda.ro ; three technical experts from the Institute for Advanced Technologies (part of the Romanian Secret Service) also attended. All guests described their areas of expertise and how can they help with computer and computer networks expertise in cyber crime cases. The guests also presented practical cases and results from their previous expertise, including tools and techniques the cyber criminals used in their activities. The feedback from the participants proved that the workshop was a success, especially through questions asked and the case studies that bring a lot of opinions from all parties present.

The fourth and final cyber crime training was held 26 September in Iasi. The workshop had 20 participants, most of them judges from all over Moldova. This was the first such course for the participants, and awareness had to be established regarding the types of problems that cyber crimes create. An important portion of the workshop focused on vulnerabilities of computer programs, the types of attackers using the Internet and the skills needed to commit a cyber crime with the tools existing today. The participants heard practical presentations and debated specific cases. One of the cases presented was the hacking case presented last week by the local judge from Timisoara that came out during the third training. As in the previous course the experts from the Institute for Advanced Technologies and the same staff from the MCTI worked with RITI: Policy staff and consultants to present the training.

2. Legislation and Regulations

Self-Regulation and Codes of Conduct

During this quarter, the sub-grant to APTI (Association for Technology and Internet) on the self-regulation activities took place. These consisted of three actions:

- A workshop on self-regulation that presented the status of self-regulation in Romania and raised awareness on the subject

- A report on self-regulation mechanisms that could be applied in Romania, which incorporates the self-regulation workshop discussions and best practices used in other countries. This report was presented to the ANISP (Romanian National Association of the Internet Service Provider) and will be made available to other NGOs.

- Principles for a code of conduct for ISPs and/or Internet Content providers that was drafted in close cooperation with the ANISP.

Workshop on self-regulation. APTI held the workshop on self-regulation activities on 1 July, with about 30 individuals, all directly involved in the field of electronic services. Mr. Liviu Nicolescu, MCTI, expressed the Ministry's desire to understand what the private sector needs in this field. The Deputy Varujan Pambuccian, President of the Information Technology and Communications Commission (IT&C) in the Chamber of Deputies also actively participated in the workshop. He focused on the need for a common position of the IT&C industry and associations on certain issues, such as the private copy levies that need to be negotiated with the copyright owners. Other private sector participants expressed their desire to find the right balance between regulation and self-regulation. Adela Danciu, also an expert with the IT&C Commission in the Chamber of Deputies made a presentation on the pros and cons between regulation and self-regulation. Alin Popescu from

www.avocatnet.ro emphasized the personal data protection legislation and its relevance to the information society services area. Finally, Gheorghe Serban, ANISP, presented the activities in the self-regulation taken thus far by ISPs in Romania.

The presentations from industry representatives focused on the necessity of a clear regulatory framework and more unity from the private sector. Radu Ionescu, Kinecto Marketing, focused on the implications of spam in online activities. Doru Panaitescu, Internet Advertising Bureau (IAB), presented the self-regulation possibilities of the online advertisement, especially the standards developed by IAB. Madalin Matica from dotCommerce Romania (the largest credit card processor in the country), presented the needs and activities of electronic commerce and the regulation in this field.

The active and open discussions on this topic focused on finding the best ways to implement self-regulation in this field. One of the conclusions, presented by APTI President Cosmin Ghinea, reflected APTI's decision to start some of these activities as soon as possible, such as the reporting spam solution, and to consider very carefully which other activities in this field could be useful and applicable to the Romanian Market.

Report on self-regulation. The report on self-regulation opportunities was drafted by APTI with active involvement by other stakeholders and the Project.   The Project convened several meetings based on the Executive summary provided by APTI where the practicalities of implementation given current legislation were debated. This stakeholder process was extremely valuable as it also showed APTI what future actions it could with some concrete actions of self-regulatory measures. Also it was debated how we can include the practical aspects of implementing such regimes in Romania. The report takes into account the current status of the market, potential obstacles and challenges. The final draft of the report was finalized on 27 September on both the APTI and RITI: Policy web pages. The report is in Romanian and freely distributed to anyone via the Internet. The report will also be further publicized by APTI in the next weeks. The president of APTI, Cosmin Ghinea has also declared that APTI will work with the same experts to implement in Romania some self-regulatory measures that will benefit the information society services domain.

Code of conduct. For the principles for the code of conduct for the ISPs, the ANISP and two APTI experts and the Project staff met many times to define the objectives, identify codes of conduct developed in other countries and contrive the best mechanism for voluntary enforcement of these self-regulation solutions in Romania. A very active stakeholder process occurred during August and September using a background report created by APTI and the Project staff on these subjects.

Some of the issues discussed included the possible obstacles to use a code of conduct, including the differences between different-sized ISPs. All involved with the draft report expressed their intention to actively participate in the implementation of the code – even after the current financing ends with the RITI: Policy Project. ANISP accepted the report after this active process on 23 September, and promised to distributed it among its members and provide additional feedback. At the 23 September meeting the ANISP agreed that the code of conduct should be a voluntary act that will be adopted by ANISP in their next General Assembly meeting as a recommendation. After the recommendation is made the ISPs will be able to individually sign and agree with the provisions of the code – which was drafted as a series of basic principles that should govern their activity. This is the best solution, taking into consideration the present tense relations between the ISPs in Romania.

ANISP will continue to have meetings with APTI experts for the explanations of the Code of Conduct and background Report to its members, but also to discuss practical means of implementing the guide in various domains in the ISP activity. APTI has also agreed to continue the work on these issues further, even though the sub-grant from RITI dot-Gov was accomplished.

3. Specific e-Government oriented activities

"Using Computers and Electronic Services – a Guide for Public Servants"

As reported last quarter, the Romanian language guide produced by RITI: Policy *"Using Computers and Electronic Services – a Guide for Public Servants"* was printed in 1,500 copies. All the rest of the Guides - *"Using Computers and Electronic Services – a Guide for Public Servants"* were distributed by the first week of September, with the help of MCTI. Most of the copies went to the National Institute of Administration (the Romanian institution that provides continuous education for public servants) and to the Ministry of Justice (that wanted to use the guides as a training tool for all the people involved in the Justice System). Other guides went to the Prefect Offices around the country (via the Ministry of Internal Affairs and Administration) and the municipalities (via the Romanian Association of the Municipalities).

Regional Conference on e-government

This quarter focused on the organization of the Regional Conference on e-government. The Conference was a two day event planned held 12-13 September. The Project developed the agenda by looking at what other conferences organized in Eastern Europe had covered and what could be relevant for the participants, who mostly would be coming form Romania. The focus of the conference was *"eGovernment East European Conference: Building Local e-government projects through Public-Private Partnerships"*. The conference was sponsored by USAID/Romania with Project resources and the MCTI.

The Conference objective was to share experiences and best practices by learning about local e-government projects that were developed and financed through Public-Private Partnerships (PPP) in throughout the Eastern and South Eastern Europe region. The conference was held at Sinaia, which is an easily accessible city from Bucharest. The Conference involved 17 participants from outside Romania and about 73 participants from within Romania. The Romanian participants were mainly members of local administrations and their partners involved with e-government projects.

An experienced e-government conference organizer from the U.S., Ms. Joiwind Williams Ronen assisted the Project as a consultant to prepare the conference, along with RITI: Policy and U.S. based dot-GOV staff. Ms. Ronen had organized a number of conferences on e-government issues and she helped with the design and scope of the conference, as well as in reaching one of the outcomes of the conference – a best practice paper that will summarize what has been debated at the Conference. As well, Ms. Ronen assisted with organization of a videoconference session, to which USAID/Washington was invited too participate in, as well Mr. Randeep Sudan, an e-government expert from the World Bank. Ms. Mary Muiruri, dot-Gov resident Advisor also made comments. Mr. Sudan and Ms. Muiruri's comments have been posted on the conference website. The Regional eGovernment Conference website is available at www.egeec.org (*eGovernment East European Conference*) where the registration occurred and all conference documents are posted.

The Conference moderator was Mr. James X. Dempsey, Executive Director of the U.S.-based Center for Democracy and Technology and an expert on e-government policy issues facing transitional and developing countries. A huge effort was made to seek out private sector representatives for sponsorship of dinners, however the summer holiday and slow decisions making among the private sector resulted in only one corporate sponsor, *Softwin*.

The MCTI sent invitations to Romanian Prefects Offices, City Halls and County Councils. The confirmations were typically accompanied by a note of congratulations regarding the conference

topic, as this was the first event of this character in Romania focusing on local level e-government projects and all the local administrations have planned future e-government activities.

The 90 participants from Romania and abroad participated an a lively event where many very interesting applications of local e-government projects, some of them based on Public-Private Partnerships were discussed. The representatives of public authorities, private sector, civil society or university representatives addressed showed the best practices in the eGovernment local applications. Participants from South-East European countries (Bulgaria, Macedonia, Turkey, Latvia, Estonia, Belarus, Ukraine, Armenia and Serbia) had the opportunity to share experiences with the Romanian participants from all the sectors.

The detailed conference notes for each speaker were sent to USAID/Romania following the Conference. A takeaway document prepared by the RITI dot-Gov team in collaboration with the moderator, Mr. James X. Dempsey, was distributed to the participants, and is available to the website for public consultation and distribution. Also all the presentations of the participants are available online on the conference website: www.egeec.org.   This website will be maintained for the next few months by the APTI.

Feedback from the participants and speakers demonstrated that the Conference was a useful event. New contacts between participants were made, which, given the level of enthusiasm, could result in further collaboration for the replication of the presented e-government projects. Also the desire was expressed by Romanian participants to have more exposure to the best practices in the local e-government area occurring within the country. As well, participants acknowledged the importance of a National Strategy that delineates the importance of e-Government that should take in account affordability, accessibility and true competition. This national e-Government strategy should be monitored and measured.

One conclusion was that the State Secretary on Information Technology, Mr. Aurel Netin said that the Ministry should build a database of successful local e-government projects, in collaboration with perhaps a civil society organization such as the *eRomania Gateway*. Also the MCTI Minister Zsolt Nagy announced, for the first time, that the Ministry initiate a national survey on the current e-government projects, which will serve as a base for their further work and which can inform the Digital City project.

The Agenda of the event, the participants to the conference and the Take-away final conclusions document for the Conference in the Annexes to this Quarterly Report

3.   Cyber Security

The draft plan to establish a Computer Emergency Response Team (CERT) is with the Ministry. RITI: Policy took no new activities regarding this topic during this 13th Quarter.   However, the Project has information that the Ministry wants to include the creation of a CERT in the next year budget of MCTI.

IV.   OTHER ACTIVITIES

During this period the Project worked very closely with U.S. based dot-GOV staff, Program Associate, Ms. Inna Rotenberg, Deputy Chief-of-Party and Program Officer Mr. Alejandro Bermudez Del-Villar, and Chief-of-Party Dr. Sarah J. Tisch regarding final procedures for closing the RITI: Policy project.

V. COLLABORATION WITH OTHER ORGANISATIONS

National Association for Internet Service Providers

RITI: Policy has continued regular meetings with the National Association for Internet Service Providers (ANISP), especially for the writing and approval of the Code of Conduct for ISPs.

Association for Technology and Internet -APTI

The subgrant to the Association for Technology and the Internet (APTI) took place during this quarter. The RITI: Policy Project worked closely with the APTI staff for the good roll-out of the sub grant.

RITI: Access

The RITI: Access Project was invited to the *eGovernment East European Conference* to give two presentations. One was given by the RITI: Access Project and the other by one of their local partners (See Annex 1).

VI. IMPLEMENTATION ISSUES AND CHALLENGES

In mid-July the Romanian Prime Minister announced that the Government will resign in the next days, following the recent Constitutional Court's ruling that delays justice reforms. This created the possibility for early elections that could be held in September or October this year. It was also possible that the present government may continue to rule the country – as an intermediary government - until then. This decision, while overturned after three weeks, nevertheless created an uncertain atmosphere within the MCTI during this period.

We have also worked in planning a project management courses for the MCTI directors. This is due to the fact that MCTI will have lots of projects going on starting with this Autumn. Our experience with the ANRC staff showed us that the management course paid by RITI dot-Gov in 2003 really helped them in achieving a better job and improved their capacity in getting other projects. Unfortunately, even though we have already selected a company, in the end we needed to change the plans and give up this course, due to the practical impossibility of the company to offer the course during the month of September.

The e-Government conference was a very successful event. However, the summer holidays made it more difficult to organize than initially estimated, especially in getting confirmations from the participants and the speakers. Also because at the moment the day of opening of the school year has was changed to 12 September, this caused a number of high officials from the local authorities (Prefects and Mayors) to cancel their arrival to the conference. Regardless, the Conference had 90 participants, which is a mark of the relevance of the topic.

VII. FINAL NOTES FROM THE PROJECT DIRECTOR

The procedures for the transfer of goods to APTI have been fulfilled according to the USAID Rules and Regulations.

The meetings in the last week between the Project team, Dr. Sarah Tisch and the Minister Zsolt Nagy and other staff in MCTI proved the success of the RITI: Policy All our partners in MCTI thanked us for our help during these three years and acknowledged the significant role played by the RITI: Policy Project had in the development on the Romanian ICT market.

The Project Director, Mr. Bogdan Manolea and Project Manager, Ms. Anca Argesiu are grateful to USAID/Romania for support during the past year, as well as the MCTI.

The final project report will be submitted to USAID prior to 30 October 2005.

EGovernment East European Conference Agenda
SUNDAY, SEPTEMBER 11TH

6:30 PM – 8:30 PM	Networking Reception [optional]

New Montana Hotel

MONDAY, SEPTEMBER 12TH

8:00 AM – 9:00 AM	Breakfast

9:00 AM – 9:15 AM	Welcoming Remarks

- **Kimberly Rosen**, USAID Romania.

9:15 AM – 10:30 AM	Plenary Panel 1

E-Government Fundamentals and Best Practices

This panel will provide an introduction to the key elements of e-government and an overview of existing best practices and lessons learned. The goal of this panel is to ensure that all participants have a basic understanding of the issues.

- **Moderator: Jim Dempsey**, Executive Director, Center for Democracy and Technology + President, Digital Policy Institute

- **Aurel Netin**, State Secretary on Information Technology, Romanian Ministry of IT+C.

- **Mihai Iordache,** Public Sector Manager, Softwin.
  "National Electronic Systems: Fundamentals for eGovernment."

- **Jerker Torngren**, Chief of Party, IMPACT, Macedonia.
  "Challenges in Introducing eGovernment in developing countries, and the strategy chosen by the e-Gov Project in Macedonia."

- **Hannes Astok**, Deputy Mayor, Tartu, Estonia.
  "Implementing eGovernment: Estonian Best Practices and Lessons Learnt."

10:30 AM – 10:45	Morning Break

10:45am – 12:15 PM   Plenary Panel 2

Financing E-Government Transformation
Many localities want to begin implementing e-government programs but lack the resources to make it happen. This panel, moderated by Jim Dempsey, will explore successful financing initiatives that participants can use immediately in their localities.

- Moderator: **Jim Dempsey**

- **Cornel Giurgea**, President of Board of Directors CG&GC
  "Public/Private Partnerships – Keys to Informatizing the Mehedinti County."

- **Vladimir Gancz**, Forest Research and Management Institute
  "Supporting Urban Green Management in Romania (SUGRO) – a Flemish-Romanian PPP Project."

- **Ana Maria Orosan,** Public Sector Account Manager, Microsoft Romania

- **Stan Virgiliu**, Founder, Proiect SVN Rom@nia
  **"*Economic Growth through eGovernment."*

12:15 PM – 1:45 PM   Lunch

Sponsored by Softwin

1:45 PM – 2:45 PM   Workshop Presentations

Participants will break into three small groups on: e-Taxation, GIS or Citizen Participation. Each workshop will begin with an hour of presentations focused on the challenges, opportunities and lessons learned in each of these areas.

Workshop A | E-Taxation
- Moderator: **Maria Shkarlat**, Internews Ukraine.

- **Jovce Platinovksi**, *e-Tax Services,* IMPACT Project Macedonia.
  "Using IT to Improve Efficiency."

- **Ioan Truta**, IT Department Director, Giurgiu City Hall *and* **Razvan Marincoi**, Brand Marketing Manager, SOBIS
  "Increased Productivity in Local Public Administration: A Case Study of Giurgiu City Hall."

- **Hannes Astok**, Deputy Mayor, Tartu, Estonia.
  "Implementation of eTax in Estonia - Impacts on Citizens, the Economy and Tax Revenues."

- **László Hetenyi**, Director Informatics Department, Budapest Town Hall.

Workshop B | GIS

· Moderator: **Liviu Nicolescu**, Information Technology Director, Romanian Ministry of IT&C.

· **Ioana Raicu**, IT Director, Bucharest City Hall.
"Towards Effective Government through Geospatial Data Sharing: the Bucharest Experience "

· **Sandor Kerekes**,Vice President, County Council, Cluj
"Using GIS Technologies to Realize Technical-Economic Monography of Cluj County."

· **Florian Petrescu**, Technical Construction, University Bucharest, Urban Engineering and Regional Development Department
"National Program for GIS Implementation on Urban Cadastre and Urban and Regional Planning."

· **Miklós-Pál Gábor**, Counselor, IT Department, Harghita County Council .
"Online Electronic Services" and "Monitoring the county road works."

Workshop C | Citizen Participation and Information

· Moderator: **Krista Baumane**, Deputy Director of the Centre for Public Policy, PROVIDUS, Latvia.

· **Armen Shahverdyan**, Managing Partner, OSCONSA LLC; Consultant, the World Bank.
"Migrating to E-Government via Proper Business Process Management."

· **Adriana Stamat,** IT Director, Constanta City Hall.
"Improving Citizen Information by Electronic Document Management."

· **Julia Velkova,** ISOC Bulgaria.
"Improving Citizen Participation in Local E-Government Initiatives."

· **Adrian Orza**, Vice Mayor, Timisoara Town Hall.
"*Timisoara Portal."*

2:45 PM – 3:45 PM   Working Sessions

Participants will engage in a facilitated, in-depth discussion of their focus topic. The participants will begin by sharing their own experiences in these areas as well as asking questions to the group. The workshop outcome will be a participant-led presentation back to the full conference on the keys to success and pitfalls to avoid in each of their workshop areas.

3:45 PM – 4:15 PM   Afternoon Break

4:15 PM – 5:00 PM   Report Out

Presentations and brief discussion led by the workshop participants and/or facilitators.

- Moderator: Jim Dempsey.
- Moderator, e-Taxation Workshop: Maria Shkarlat.
- Moderator, GIS Workshop: Liviu Nicolescu.
- Moderator, Citizen Participation: Krista Baumane.

5:00 PM - 5:30 PM   Videoconference Panel

This panel will include experts from Washington, DC who will discuss e-government best practices from around the world.

- **Randeep Sudan**, Senior ICT Policy Specialist at InfoDev.

- **Mary Muiruri**, Resident Advisor for dot-GOV, Internews Network.

- **Sarah Tisch**, dot-GOV Chief of Party, Internews Network.

7:00 PM – 9:00 PM   Dinner
- Keynote Speaker: **Zsolt Nagy,** Minister, IT&C Romania.

TUESDAY, SEPTEMBER 13TH

8:00 AM – 8:45am	**Breakfast**

8:45am – 9:00 AM	**Welcoming remarks**

A recap of the previous day will be made by conference moderator Jim Dempsey.

9:00 AM – 10:30 AM	**Plenary Panel 3**

Keys to E-Government Success
Once you have identified your e-government initiative, how do you ensure its success? This panel will explore best practices in implementation including project management, staying in budget, collaboration and performance measurement.

- Moderator: **Jim Dempsey**.

- **Daniela Stojanova**, IT specialist, Varna District Administration, Bulgaria.
  "Open Administration in Varna."

- **George Guran**, Chief of Party, RITI Access.
  "eGovernment - Lessons Learned in the RITI Access Project."

- **Fusun Nebil**, Internet and Law Platform, Turkey
  "A Success Story from Local eGovernment Applications in Turkey: Kadıkoy Municipality."

- **Cristian Anghel**, Mayor, Baia Mare; President, Romanian Federation of Local Authorities.
  "Modern Technologies in Local Public Administration- eBaiaMare Case Study"

10:30 AM – 10:45am	**Break**

10:45am – 12:15 PM	**Plenary Panel 4**

Conference Takeaways
The conference facilitator will moderate a dialog about the top lessons learned at the conference. This highly interactive and audience driven discussion will also help identify what next steps need to be taken to ensure the success of e-government in the future.

- Moderator: **Jim Dempsey**.
- **Aurel Netin**, State Secretary on IT, Romanian Ministry of IT&C.

- **Miklós-Pál Gábor**, Public Administration Information Systems Professionals Association (ANIAP).
- **Liviu Dragan**, Vice President, Employers Association of the Software and Services Industry (ANIS).
- **Laurian Tanasescu**, Executive Director, eRomania Gateway Association

12:15 PM – 2:00 PM   Lunch and Conference Close

ANNEX 2

eGovernment East European Conference Participants List

#	Name	Position	Origin
1	Zsolt Nagy	Speaker - Minister	MCTI
2	Aurel Netin	Speaker - IT State Secretary	MCTI
3	John Riordan	Official	USAID
4	Kevin Opstrup	Ec. Oficer	US Embassy
5	Marina Nicolaescu	Economic Specialist	US Embassy
6	Liviu Nicolescu	Moderator -Director	MCTI
7	Andras Farkas	Councillor	MCTI
8	Bogdan Manolea	Organizer	RITI dot-Gov Project
9	Anca Argesiu	Organizer	RITI dot-Gov Project
10	Zoltan Somodi	Organizer	MCTI
11	Alejandro Bermudez	Organizer	Internews - RITI dot-Gov
12	Laurian Tanasescu	Organizer	e-Romania Gateway
13	Armen Shahverdyan	Speaker - World Bank Consultant	Armenia
14	Daniela Stojanova	Speaker - Varna District Adm.	Bulgaria
15	Julia Velkova	Speaker ISOC	Bulgaria
16	Hannes Astok	Speaker - Deputy Mayor -City of Tartu	Estonia
17	Jerker Torngren	Speaker - Chief of Party - IMPACT Project	Macedonia
18	Jovce Plastinovski	Speaker - IMPACT project	Macedonia
19	Fusun Nebil Sarp	Speaker -Internet and Law platform	Turkey
20	Fugen Senoglu	IT Director - Kadikoy Municipality	Turkey
21	Mikhail Doroshevich	E-Belarus.org	Belarus
22	Marina Sokolova	OSI Felowship	Belarus
23	Krista Baumane	Moderator - deputy director of Centre for Public Policy PROVIDUS	Latvia
24	Slobodan Markovic	GIPI	Serbia
25	Zoran Torbica	Center for internet Development	Serbia
26	Jim Dempsey	Moderator - Executive Director CDT/ President Digital Policy Institute	USA
27	Maria Shkarlat	Moderator - Internews Ukraine	Ukraine
28	Sergiy Malihin	Internews Ukraine	Ukraine
29	Vladimir Gancz	GIS Specialist	Bucharest-Forest Institute
30	Florian Petrescu	Engineer	Tech Const- Univ of Buch.

31	**Ana-Maria Orosan**	Manager Public Adm	Microsoft
32	**Adrian Orza**	Vice-Mayor	e-Gov projects - Timisoara
33	**Stan Virgiliu**	SVN Project Initiator Project	Pilot Project SVN Romania - Arad
34	**George Guran**	Chief of Party	RITI-ACCESS
35	**Steve Rynecki**	Sr.Prgm Of	RITI-ACCESS
36	**Miklos Gabor**	Counselor IT Dept	Harghita County Council
37	**Sandor Kerekes**	Vice-President	County Council Cluj
38	**Ioana Raicu**	Dir IT Dept	Bucharest Town Hall
39	**Adela Danciu**	Expert	IT Commission - Chamber of Deputies
40	**Gabriela Chita**	Specialist	E-Democratia
41	**Anca Epure**	European Integration Dpt.	Constanta Prefect's Office
42	**Nicoleta Gula**	European Integration Dpt.	Constanta Prefect's Office
43	**Carmen Semen**	European Integration Dpt. - Head of Dpt.	Mehedinti County Council
44	**Ilie-Florian Marcu**		Sibiu Prefect's Office
45	**Florin Paraschiv**	Consilier Prefect	Bucharest Prefect's Office
46	**Sorin-Gabriel Arjoca**	Head of European Integration Dpt.	Gorj county Council
47	**Ciuc Gigi**	Prefect	Iasi Prefect's Office
48	**Iulian Gherghevici**	Integration counselor	Iasi Prefect's Office
49	**Loredana Nita**	European Integration Dpt. - councilor	Dolj Prefect's Office
50	**Sava Chiser**	Director ofProject Management Consulting Dpt.	Town Hall - Bucharest 2
51	**Bondila Dorel**	Director of European Integration Dpt.	Dambovita County Council
52	**Natalia Covaci**	European Integration councilor	Satu Mare Town Hall
53	**Alin Ciobanu**	Inspector-Fiscal Informatics	Giurgiu Town Hall
54	**Iulia Talpig**	European Integration Dpt. - Head os Bureau	Bacau County Council
55	**Alina Szentes**	European Integration Councilor	Caras-Severin Prefect Office
56	**Valentin Negoescu**	European Integration Service	Calarasi Town Hall
57	**Silvia Luminita Nastase**	European Integration Service	Calarasi Town Hall
58	**Padurean Bogdan**	European Integration councilor	Hunedoara Prefect Office
59	**Raul Mocuta**	Integration counselor	Salaj Prefect Office
60	**Beg Ioan**	chief servivce - european integration	Resita City Hall

61	**Janos Veres**	counsellor in the Budget dept	Covasna County concil
62	**Tamas Plugor**	consellor in the IT dept	Covasna County concil
63	**Luminita Sava**	consellor in the IT dept	Alba County Council
64	**Silviu Lucuta**	IT Director	Oradea Townhall
65	**Cristina Frangulea**	Cabinet Director	Buzau Prefect's Office
66	**Liviu Gavrilescu**	IT det. Head	Maramures Prefect's Office
67	**Rares Sfetea**	Counsellor HR - IT, European Integration	Brasov County Council
68	**Stanca Florin**	Councillor	Zalau Town Hall
69	**Adriana Stamat**	IT Director	Constanta Townhall
70	**Ionut Butean**	IT Director	Baia Mare Town Hall
71	**Diana Stangu**	Councillor	MCTI
72	**Oana Fodor**	Analist	IGCTI
73	**Sorin Stanoiu**	Economist	IGCTI
74	**Andras Markos**	Managing Director	Glaskasten Intermedia
75	**Zsuzsanna Todor**	General Manager	Glaskasten Intermedia
76	**Marcel Isaila**	Dir. Integrated Solns	Softwin
77	**Mihai Iordache**	Speaker - Pub. Sect Mangr	Softwin
78	**Emil Virag**	Manager Mkt Startegies	Softwin
79	**Vlad Hristea**	SW Commercial Director	Softwin
80	**Cristina Nucuta**	Exec Dir	Iasi Townhall
81	**Cosmin Coman**	It Dept head	Iasi Townhall
82	**Razvan Marincoi**	Speaker - Brand Mkt Mgr	Sobis
83	**Atilla Deak**	Mgr	Sobis
84	**Cornel Giurgea**	Speaker - Presedinte CA	CG&GC
85	**Andreea Gatman**	European Program Consultant	CG&GC
86	**Roxana Coman**	Public Administration Project Manager	CG&GC
87	**Cornel Vintila**	President	EUDIS
88	**Ion Georgescu**	Specialist	IRT
89	**Codru Vrabie**	Specialist	IRT
90	**Vrabie Catalin**	Inspector	Cjvrancea

ANNEX 3

Building Local E-Government through Public-Private Partnerships
Sinaia, Romania, Sept 12-13, 2005

Conference Conclusions

The USAID-funded Romanian Information Technology Initiative Project (RITI dot-Gov), in partnership with the Romanian Ministry of Communications and Information Technology, convened an e-government forum on building local projects through public private partnerships on September 12-13, 2005. The conference attracted public and private sector delegates from Romania and throughout Eastern Europe for an examination of e-government concepts, best practices and implementation techniques. The presentations covered, among other issues, the financing of e-government initiatives, citizen participation in the development of e-government projects, and sophisticated initiatives such as e-taxation and the use of geo-spatial information.

Fundamentals

1. It is important to have a national strategy for e-government, covering all three phases: publish, interact, transact. In the rush to develop more sophisticated transactional services, administrators should not fail to complete publish initiatives. As part of the e-government strategy and its implementation, public officials must identify legal and policy barriers to e-government. The strategy should specify target groups and needs and identify priorities.

2. The e-government strategy should be part of an overall national ICT strategy that addresses affordability and accessibility.

3. E-gov initiatives should be monitored and measured, in order to replicate successes and achieve citizen trust, and avoid wasting resources on projects that are not serving genuine needs.

4. Partnership and collaboration among public institutions, the business sector, and non-governmental organizations will help ensure e-government success. It is especially important that citizens be consulted in the development of e-government services and educated in their use.

5. Public administrators in Eastern Europe interested in e-government do not need to re-invent the wheel. The region has sufficient talent and experience to make e-government a broad reality. It is necessary now to connect the dots – to take the lessons learned from successful projects in the region and weave them together into a comprehensive approach to e-government.

6. E-government is not separate from the other fundamentals of government; rather, e-government projects must be related to broader goals of transforming public

administration by making it more transparent, less cumbersome, and more responsive to the needs of citizens and business.

7. The e-gov vision has to be connected to local culture and local administration.

Requirements

1. For e-government projects to be successful, it is necessary to obtain the support of incumbent public servants, including by providing them with training and incentives to use the technology. International donors cannot on their own create successful e-government projects.

2. E-government depends on the general policy framework and infrastructure for digital communications. That policy framework must be designed to support innovation, expand access, and generate trust in online systems.

3. Leadership at the very top of government (at any level) is necessary to the success of e-government. The president or provincial governor or mayor must make it clear that the bureaucracy must support e-government and use the process of adopting e-government tools to manage differently.

4. Use of e-government resources will become widespread if there is a national commitment to fostering the information society, starting with education.

Gains & Benefits

1. E- government can improve efficiency, increase transparency and lighten the regulatory burden on new businesses.

2. Many of the benefits of e-government for the citizen are practical -- time and money savings, 24/7 availability -- but there are also important democratizing benefits. These include improved transparency and accountability as well as the expanded possibility of citizens making their voices heard in policymaking, such as by having the opportunity to comment on proposed laws and regulations.

3. E-government can make it easier to track administrative services, reducing the opportunities for corruption.

Key factors

1. Key factors in e-government success are:
   - expanding access to the ICT infrastructure;
   - responsiveness to citizen/business needs;
   - sustainability;
   - interoperability;
   - trust based on security and data protection

- cross-jurisdiction and cross-sector cooperation;
- training.

2. Government officials seeking to create online services are integrators - that is why they should look to form partnerships. Public administrators must be capable of selecting vendors and managing e-government contracts.

3. Citizen participation is critical. Citizens are skeptical of government and they want to see results when tax money is being spent. Therefore, e-government projects should have a measurement component aimed not only at international donors but at ordinary citizens, so they can see the value in e-government services. That value will drive demand for Internet access.

4. Civil society advocates have an important role to play in ensuring that the systems that are being procured meet the needs of the citizens.

5. E-government should aim for the transformation of government, rather than merely computerizing inefficient offline procedures. ICTs offer the opportunity to shift from traditional methods of public administration to more streamlined approaches.

6. The most important shift is that the citizen is the focus of public administration.

Planning and Implementation Issues

1. A common challenge faced by e-government projects has been the resistance to change in the bureaucracies themselves. Administrators need to address this resistance directly, with incentives and training.

2. Governmental entities planning e-government initiatives need a mechanism to find out what has already been done in other jurisdictions, in order to not duplicate efforts. There should be a common database of e-government resources and initiatives for the region.

3. When a local governmental body is seeking to launch an initiative and there are not enough users locally to sustain the project, the local entity should consider a regional partnership.

4. Administrators should be honest about their mistakes, so that others can build on the lessons learned from failed projects as well as successful ones.

5. E-government projects in societies with low Internet penetration face a 'chicken and egg' problem: which should government policy promote first -- widespread Internet access or useful online content and services aimed at the domestic population? The answer is that the availability of online services can drive demand for Internet access. Public administrators should not wait until the access

issue is solved. But it is incumbent on administrators to develop projects that are genuinely responsive to citizen and business needs, so that the availability of those services will drive demand for ICT access.

6. It is very important to define and measure success. Those procuring e-government services should insist that vendors build metrics into their applications. Developing metrics includes defining the target audience and the desired outcomes.

7. The people who are implementing e-government systems have to believe in them. Therefore, public administrators have to be trained, starting in some cases with the very basics of computer technology and then moving up to applications.

8. Because public trust is so important, project design should include security and data protection. In addition, systems should be designed with simplicity and robustness.

9. When a project is based on an application developed in a Western country or by a Western vendor, make sure it is adapted to the local reality and needs.

10. E-government projects have to take into account the legislative and regulatory framework. Policymakers should examine that framework to identify areas where reform is needed to permit e-government initiatives.

11. When dealing with matters as important as tax information, system designers you have to take into account data protection.

The Access Question

1. One of the reasons for Estonia's success in e-government is that in 1995 it launched a nationwide effort to make the Internet widely available, including through public access points, and to train its citizens in ICT skills, beginning with the public schools and libraries. Computerization of schools boosts computer literacy. Hence, ministries of education are critical in developing the foundation for e-government and national integration into the global information economy.
2. In a number of countries, a major issue to expand access remains the dismantling of telecomm monopolies and the expansion of competition in ICT services.

Financing

1. Policymakers and public administrators should look for creative financing mechanisms. For example, banks might be interested in collaborating on e-government projects and financing trainings because they will also promoting the use of online banking services. Banks have an interest in use of e-services because they are less expensive. Support for Internet banking could provide a foundation for e-taxation services.

2. There are many opportunities for financing. For instance, the conference heard about a project financed mainly by the local Flemish government in Belgium. In order to attract funding, government entities must define a project, chose a partner, and be prepared to offer matching local support.

The Future

1. The region has very sophisticated projects at both the national and the local levels. The next step is to knit these projects together into a coherent vision of e-government so that national and local authorities can begin to develop a consistency among the projects and a linkage between them.

2. Interoperability should be a focus of the next phase of e-government planning, including at the European level.

3. E-government should not be seen only as the Web. The cellphone may be one of the most important portals for e-government services. Wireless communications open the possibility for a whole new gamut of applications. E-government projects should take into account people who will use public access points at cyber cafes and libraries or post offices.

4. Governments can expand access in concrete ways, including through public access points at schools and libraries and with kiosks, which have been demonstrated throughout the region.

5. One of our main missions today is to make citizens and small business owners realize the value of using the Internet and other ICT tools.