



Universitatea Tehnică a Moldovei

**AUTOMATIZAREA PROCESELOR DE BUSINESS ÎN
GUVERNAREA ELECTRONICĂ**

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Conducător:

Bercu Igor, Lector Univ.

Chișinău, 2022

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Teză de master

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Rezumat

Titlul: Automatizarea proceselor de business în guvernarea electronica

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Cuvinte-cheie: Analiza deficientelor, ecosistem digital, reinginerie, procese de business.

Primul capitol, „Evaluarea stării curente și analiza deficientelor”. Este descrisă analiza deficiența în agențiile guvernamentale și sistemele care sunt utilizate, reingineria generală a proceselor de business, cerințele de sistem și specificațiile.

Al doilea capitol, „Ecosistem digital propus”, descrie design-ul conceptual al unui ecosistem digital pentru agențiile guvernamentale și designul funcțional și tehnic al soluției, subliniind beneficiile și importanța pentru întreaga economie.

În cele din urmă, al treilea capitol, „Reingineria, optimizarea și integrarea proceselor de business”, prezintă conceptul general de reinginerie a proceselor și modul în care acesta ar putea fi optimizat și integrat în orice agenție publică, așa cum este solicitat.

Concluziile subliniază importanța și impactul automatizării proceselor de business nu numai pentru guverne, ci și pentru cetățeni, și anume îmbunătățirea calității vieții cetățenilor și reprezentanților afacerilor prin economisirea de timp prețios și oferirea de confort.

Summary

Title: Business process automation in e-Governance

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Keywords: Gap analysis, digital ecosystem, re-engineering, business process.

The first chapter, "Current State Assessment and Gap Analysis." It is described the gap analysis across government agencies and the systems that are used, generic business process re-engineering, system requirements, and specifications.

The second chapter, "Proposed Digital Ecosystem," describes the conceptual design of a digital ecosystem for government agencies and the functional and technical design of the solution, emphasizing the benefits and importance for the entire economy.

Finally, the third chapter, "Business Process Re-engineering, Optimization & Integration," presents the general concept of business process re-engineering and the way it could be optimized and integrated into any public agency, as requested.

The conclusions emphasize the importance and the impact of the business process automation not only for governments but also for citizens, namely improving the life quality of citizens and business representatives by saving precious time and providing comfort.

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INTRODUCTION

The high volume and variety of payments government Ministries, Provinces and Spending Agencies (MPSAs) must contend with, coupled with a heightened focus on transparency, security and compliance, makes the electronic government payments and revenue collection systems unique and of high priority for the Ministry of Finance. Implementation of electronic payments and revenue collection systems by the Zambia Revenue Authority (ZRA), National Pensions Scheme Authority (NAPSA) and Zambia Department (ZDI) remain isolated success stories.

In the 2019-2021 Medium Term Expenditure Framework (MTEF), the Government set an objective of increasing domestic revenue to at least 18.7% of GDP, which is highly challenging given growing fiscal constraints. MPSAs that collect taxes, fees, fines, and other charges have been tasked to prioritize the automation of revenue collection. However, most agencies continue to offer their services on paper or through walk-ins and collect payments in cash. Even the few partially automated government systems remain silos of closed, LAN-based systems running outdated software, incapable of sharing electronic data with other government systems, offering online services, or collecting online payments.

To jump-start, the digital transformation process, the Ministry of Finance of Zambia decided to establish a government-wide interoperability platform (for easy data sharing), payment gateway (for unified collection of all types of payments and recognition of revenues), and a single-window web portal (for accessing and delivering selected government services digitally, online).

The main goal is to design, develop, implement, and operate a national digital platform for the cost-effective delivery of government services online.

Based on the described above, the thesis will content the chapters as follows:

Chapter No 1, "Current State Assessment and Gap Analysis," describes the gap analysis across government agencies and the systems they are using, business process reengineering, system requirements, and specifications.

Chapter No 2, "Proposed Digital Ecosystem," describes the conceptual design of a digital ecosystem for government agencies, as well as the functional and technical design of the solution, emphasizing the benefits and importance for the entire economy.

Chapter No 3, "Business Process Re-engineering, Optimization & Integration," presents the general concept of business process re-engineering and the way it could be optimized and integrated into any public agency, as requested.

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