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Automatizarea proceselor operaționale în prestarea serviciilor publice digitale

Teză de master

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Rezumat

Teza de master prezentată în acest raport de către studentul Metei Vasile are drept scop informatizarea operării cu serviciile publice digitale de către beneficiari. Acest scop a reieșit din analiza domeniului serviciilor publice digitale și anume a modului în care acestea sunt prestate în Republica Moldova. După cercetarea efectuată au fost identificate măsuri care ar putea spori calitatea livrării acestora.

Procesul de informatizare se va realiza prin dezvoltarea unui sistem de tip self-service care va facilita desfășurarea activtății atât pentru prestatorii de servicii cât și pentru beneficiarii acestora. Cele mai importante puncte care vin drept consecințe a utilizării unei astfel de aplicații sunt:

- automatizarea activităților operaționale ale serviciilor electronice;
- oferirea serviciilor electronice către beneficiari prin autoservice;
- reducerea povarei operaționale pentru prestatorii de servicii;
- reducerea costurilor serviciilor prestate;
- diminuarea interacțiunii cu funcționarii publici;
- sporirea calității serviciilor prestate.

Aplicația a fost inițial concepută pentru a fi folosită de către instituțiile de stat corespunzătoare. Însă aceasta poate fi ușor extinsă și în sectorul privat, unde există un model al business-ului orientat pe abonări și sunt prezente cele două părți, prestatorul și beneficiarul.

Softul vine cu o interfață prietenoasă, care se face ușor de înțeles. El îndeplinește în sine digitalizarea proceselor operaționale existente la moment în cadrul livrării serviciilor publice digitale, astfel optimizîndu-l și simplificîndu-l. Dezvoltarea unei astfel de aplicații va permite gestiunea eficientă a datelor și păstrarea acestora deja într-un mod electronic. Datorită acestui fapt, sistemul în cauză va putea servi ca o bază pentru implementarea unor module viitorare, cum ar fi de exemplu cel al achitării de către beneficiari a consumului de servicii conform planului tarifar.

Structura acestei lucrări este organizată pe capitole. În lista de mai jos, acestea sunt enumerate alături de o descriere succintă a fiecăruia.

- capitolul 1 – descrie domeniul din care face parte sistemul și prezintă o cercetare a acestuia în vederea soluționării problemei identificate;
- capitolul 2 – descrie specificațiile și cerințele față de sistem;
- capitolul 3 – descrie faza de proiectare și implementare a sistemului, enumerînd tehnologiile folosite.

Abstract

The master's thesis presented in this report by the student Metei Vasile aims to computerize the operation of digital public services used by the beneficiaries. This goal emerged from the analysis of the field of digital public service, namely the way in which they are provided in the Republic of Moldova. After the research, few measure were identified which could increase the quality of their delivery.

The computerization process will be achieved by developing a self-service system that will facilitate the operational activities of both the service providers and their beneficiaries. The most important points which come as a consequence of using such an application are:

- automation of the operational activities of electronic services;
- providing electronic services to beneficiaries through self-service;
- reducing the operational burden for service providers;
- reducing the costs of the provided services;
- decreasing interaction with civil servants;
- increasing the quality of the provided services.

The application was originally designed to be used by the appropriate state institutions. But this can be easily extended to the private sector, where there is a subscription-oriented business model and the two parties, the provider and the beneficiary, are present.

The software comes with a friendly interface, which is easy to understand. It fulfills the digitization of the operation processes which are currently existing when delivering electronic public services, thus optimizing and simplifying it. The development of such an application will allow the efficient management of data and its storage in an electronic way. Due to this fact, the system in question will be able to serve as a basis for the implementation future modules, such as that of paying for the service consumption according to the tariff plan.

The structure of this work is organized by chapters. Below they will be listed along with a short description:

- chapter 1 – describes the field to which the system belongs and presents a research of it in order to solve the identified problem;
- chapter 2 – describes the system's requirements;
- chapter 3 – describes the designing and implementation phase of the system, listing the used technologies.

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Introduction

Despite some pockets of excellence in innovation, most governments are lagging behind the corporate world in harnessing the power of digital. A recent report from the World Economic Forum labels governments "the dinosaurs of the digital age: slow, lumbering and outdated." That is why the digital transformation is now a public sector imperative all around the world and Republic of Moldova is not an exception here. A lot of digital services were developed by our government in the recent years. Some of them are used heavily while others are not that popular. These digital technologies help governments to:

- Understand their citizens better and achieve better outcomes;
- Provide services more effectively and efficiently;
- Find new solutions to policy changes;
- Engage with external partners to develop new delivery models;
- Commercialize some public services and develop fresh sources of revenue.

To build a public sector that is fit for the future, government must reinvent itself. Digital transformation is not just about new technologies, but requires an overhaul of organizational structures, governance, work processes, culture and mindset. It also means realizing a wider vision of relationships and business models that will redesign how public services function. Only then will governments capture the wider benefits that digital transformation can bring to people and society.

Having different types of public services delivered electronically is a great stuff and the benefits of such a delivery model are quite intuitive. But in the processes of developing or transforming the old-fashioned services in digital ones, the operational processes related those services are forgotten, meaning that they still have to be performed manually by a human being. Thing which is not very comfortable and efficient especially when using a service very often. Imagine that all the operational activities to be extracted in a separate digital service which offers to its customers the possibilities of: subscribing/unsubscribing to/from a service, viewing consumption, paying consumption, changing tariff plans and others.

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