



# Project: Progress

**Digital Agenda 2020 –  
A Roadmap for Romanian ITC Companies**

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1. Business Card
2. Solutions/Products
3. SIVECO's experience in Romanian eGovernment projects
4. SIVECO's experience in international eGovernment projects
5. SIVECO's EU institutions experience
6. Challenges faced by Romania on the road towards smart and innovative eGovernment
7. Main directions of interest and action
8. Strategic eGovernment projects in Romania during 2014-2020

*We want our global IT solutions, made in Romania, to generate positive change, prosperity and competitiveness for our clients, ensuring them access to progress.*

**SIVECO Romania** is one of the largest Software Development and Integration company in Eastern Europe.

**A regional leader** in eLearning / Training, eCustoms, Business Solutions, eHealth, eAgriculture, eAdministration, eGovernment, Customized Application Development

## **Stability, reliability - future**

- 21 years of continuous growth
- Prestigious shareholders
- Consolidated turnover: 70 million EUR in 2012
- 1,300 employees worldwide in 2013



## **Outstanding customer base and leading References**

- 1,500+ successful projects in 27 countries in Europe, Middle East, North Africa, CIS area

# Business Areas of Expertise



## DOMAINS:

- Education / eLearning
- eAgriculture
- eHealth
- eCustoms
- eNuclear
- R&D (mostly through EU funded Projects)

## MAIN PRODUCTS:

- SIVECO Applications 2020 (ERP)
- Customized Applications
- Workflow and Document Management - SIVADOC
- Data warehouse and M.I.S.

# SIVECO's experience in Romanian eGovernment projects – eLearning

## Romanian IT Based Education System - SEI

**Beneficiary: Ministry of National Education**

### Figures and Facts:

- ✓ **Covers all pre-university education**
- ✓ **140,000+** trained teachers
- ✓ **15,000** computerized laboratories in public schools, **192,000** computers;
- ✓ **3,700** multimedia interactive learning units
- ✓ An impressive library of **41,000+ RLOs**
- ✓ **2,557,474** candidates in Baccalaureate exam (2004-2013)
- ✓ **550,133** teachers appointed on vacant positions (2003-2013)
  - ✓ number of filled-in vacancies: **2,555,524**
  - ✓ number of processed options: **38,332,860**
  - ✓ peak number of concurrent accesses: **4,098,000**
  - ✓ pages displayed: **110,650,000**

# SIVECO's experience in Romanian eGovernment projects – eHealth

## Integrated Health Information System in Romania – SIUI:

**Beneficiary: National Health Insurance House**

### Figures and Facts:

- **Covers all population of Romania**
- **44** Health insurance houses
- **53,945** Physicians
- **10,288** GPs
- **95,115** Medical assistants
- **289** Homecare providers
- **439** Out-patient recovery
- **507** Hospitals
- **32** Ambulance centers
- **15** Rehabilitation sanatoria
- **8** Providers of medical devices
- **2,563** Clinical outpatient wards
- **728** Para clinical outpatient units
- **3,744** Pharmacies

### Electronic Prescription

- **39.000.000+** electronic medical prescriptions dispensed since inception (July 2012) to date

# SIVECO's experience in Romanian eGovernment projects – eCustoms

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## New Computerized Transit System (NCTS)

**Beneficiary: Romanian National Custom Authority**

### **Figures and Facts:**

- ✓ 8 Regional Directions for Excises and Customs Operations
- ✓ 82 County Directions for Excises and Customs Operations and Customs Offices
- ✓ Over 2,000 electronic documents processed on a daily basis
- ✓ Over 1,000,000 electronic documents stored annually in the database
- ✓ Average response time to a data / information request: 3 sec.

The system was extended with **trans European Systems:**

- **Export Control System**
- **Import Control System**



# SIVECO's experience in Romanian eGovernment projects – eAgriculture

## Integrated Administration and Control System (IACS)

**Beneficiary: Payment and Intervention Agency for Agriculture**

### Figures and Facts:

- **The system ensures consistency and compatibility between national schemes for farmers, covering:**
  - 14.64 million hectares of agricultural area
  - 1.67 million agricultural physical blocks (61% of the total agricultural area)
  - 1.45 million farmers in the database
  - 2 million yearly payments
- **Organizational structure:**
  - 42 county centres
  - 5,000 internal users
  - 750,000 external users

# SIVECO's experience in Romanian eGovernment projects – Social Services

## A Coherent Integrated Payment System for Social Services

**Components: SAFIR (family), MERCUR (migrant workers), TOPAZ (pensions and social insurance) -**

**Beneficiary: Ministry of Labor, National Agency for Social Services**

### **Figures and Facts:**

- ✓ Management of family data for 10,000,000+ persons
- ✓ Data from 200 different databases in 42 locations have been integrated
- ✓ 5,000,000 payments issued and managed  
every month
- ✓ Efficient management of insurers, employers, subscriptions

# SIVECO's experience in Romanian eGovernment projects – Vote Centralizing System

## Nation wide project - Vote Centralizing System

### **Beneficiary: Central Election Commission**

- data acquisition through scanning the official reports emitted by authorized polling station personnel; the system manages the optically scanned electronic documents
- automated centralization of data from official reports of polling stations and provides complex statistics at Territorial Election Districts level
- automated centralization of data from official reports of Territorial Election Districts and provides complex statistics at Central Election Commission level
- creates a central database with multiple levels data processing
- centrally collects the scanned images of all official reports of polling stations, resulting in a nation wide electronic archive

## References:

- **The National Health Insurance House in Bulgaria**
  - ✓ Implementing an integrated information system for The National Health Insurance Fund in Bulgaria
- **The Ministry of Health in Croatia (HZZO)**
  - ✓ Integrated Information System that centralizes the data received by all medical practices in Croatia

# SIVECO's experience in international eGovernment projects – eCustoms

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## References:

- **Turkish Customs Authority** – New Computerized Transit System  
Customs offices in Turkey with transit role: **300**
- **Macedonian Customs Administration** – New Computerized Transit System
- **Serbian Customs Administration** – Business Intelligence

# Projects for Organizations of the European Commission (1/2)

**SIVECO Romania is a direct supplier to various EU institutions, some of our signed contracts being**

- **CORDIS** - software development and maintenance for CORDIS, the EU Research Portal managed by the Publications Office.
- **Contracts 10340 with OP** - Computing services – Software development, maintenance, consultancy and assistance for different types of IT applications, Lot 1: maintenance / development of various applications and Lot 2: Oracle Financials.



# Projects for Organizations of the European Commission (2/2)

- **EU Consumer Education Portal** – ConsumerClassroom (former Dolceta) – for the Executive Agency for Health and Consumers/ DG Sanco.
- **Eurostat** – software development for GIS systems.
- **EuropeAid** – GIS development.
- **EASA** - software services for the European Aviation Safety Agency (EASA), Germany, for the development of the Intranet Enterprise Content Management System.
- **European Investment Bank** – consultancy services for JASPER.
- **The Common Portal of the Publications Office**
- **DG Sanco** – eLearning and online platform for Capacity Building Actions for Consumer Organisations all over EU member states.

- The findings of the Digital Agenda Assembly (Dublin, 19-20 June 2013), as well as the objective facts contained in Digital Agenda Scoreboards 2012, 2013 have been studied and particular reference to Romania has been made
- Findings and facts in all seven pillars are relevant. Regarding the main challenges eGovernment is facing, we would mention only a few. Plans and projects to comply to Digital Agenda 2020 will also be presented



## **Pillar II Interoperability & Standards**

- The public health sector is using a profusion of standards, thus making interoperability and standardization difficult, sometimes impossible

## **Pillar III Trust and security**

- Romania is still under-prepared to face malicious cybernetics attacks, resulting in low level of trust (companies and population alike)

## **Pillar IV Fast and ultra-fast internet access**

- Romania has been a slow starter in the race towards maximizing the use of ICT in all sectors of activity, eGovernment included. However, since admission into EU (2007) substantial improvement: 44% in 2012 compared to 15% in 2000 has been recorded
- Internet and IT penetration in Romania is still below EU average, but substantial progress is recorded in using mobility (24.5 million active cell phone SIM cards, exceeding the about 20 million population) (*Public Intelligence 2011*, updated 2013)

## **Pillar VI Enhancing digital literacy, skills and inclusion**

- Lack of computer literacy among civil servants

## **Pillar VII ICT-enabled benefits for the EU society**

- ICT still underused in public administration (central and local) and in all other eGovernment related sectors
- Low level of interoperability between systems already in place in various eGovernment sectors
- Lack of unitary vision regarding IT investments in public sector
- The citizen's role is still too passive; he/she should become more involved in the act

## **Pillar II Interoperability & Standards**

- Continuing successful operation of SIUI with ePrescription, Health Card and Electronic Medical Record
- Alignment of activities such as Customs, Agriculture to EU policies and standards – Major projects under way, with full benefit from EU Funding

## **Pillar III Trust and security**

- Analysis of Trust and Security situation in Romania and issuance of appropriate standards (Ministry of Communication and Informational Society)
- Strong drive towards identifying cybernetic threats specific to Romania and deriving and applying proper solutions (e.g. Ministry of Internal Affairs, Customs)
- Improvement of quality of services: efficiency, effectiveness, transparency through online services based on eGovernment 2.0 approach; single sign on for all online services available to citizens

## **Pillar VI Enhancing digital literacy, skills and inclusion**

- Persistent and strong campaign of attracting adults, especially from rural areas, to continue/develop their education (digital literacy included) by using eLearning platforms, provided with adequate eContent
- Intensive training of all public servants, both on proper use of ICT and also regarding professional issues

## **Pillar VII ICT-enabled benefits for the EU society**

- Substantial increase in the absorption rate of EU Funds through programs such as POS DRU, POS CCE
- Continuation on a higher level the generalization of using eContent in K12, and, moreover, in pre-school education and also adult learning
- Strong support to Government actions towards wider introduction of eGovernment and M-Government in all sectors of public and local administration

# Main directions of interest and action

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- Improvement of quality of services: efficiency, effectiveness, transparency through online services based on eGovernment 2.0 approach; single sign on for all online services available to citizens
- Active citizens' involvement in eGovernment matters of relevance to them
- Accelerated deployment of eGovernment system in unfavored areas (rural, economically weak regions)
- Constant action towards achieving high degree of interoperability
- Enhance existing features and introducing new components as part of a well designed and flexible eGovernment strategy
- Implementing cyber security strategy



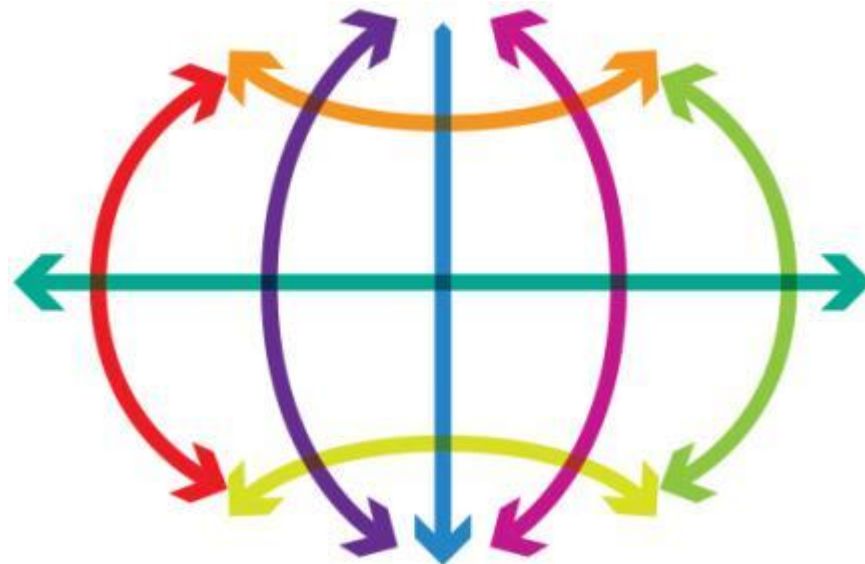
**Important eGovernment projects to be implemented in Romania during 2014-2020 programming period:**

**1. National Registries:**

- Civil status registry
- Taxes registry
- Companies registry
- Properties registry
- Social securities registry

**2. National Health Registries**

3. Rollout at country level of Electronic Health Record
4. Infrastructure and eContent for a new paradigm in K12 (from physical to virtual classroom)
5. Aggressive use of ICT in increasing the competitiveness of the agricultural and forestry sector, in parallel to inducing better quality of life in the rural area
6. SME's online platform
7. IT platform to support Modernized Customs Code
8. IT support platform for the new European communication network CCN-CSI
9. IT system for foreign trade
10. E-community for public servants – IT training program for public servants
11. Digital Society – IT training program for adults especially in unfavored areas
12. National Cyber Safety
13. eID



## SIVECO Romania

Project: Progress™

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