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Rezumat

la teza de master **"Analiza și optimizarea serviciilor publice"**

a studentului gr. TI-201M, specialitatea "Tehnologia informației"

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Sistemul informațional de asigurare a activității operaționale în prestarea serviciilor electronice în această teză este destinat pentru identificarea soluției digitale, informaționale pentru prestarea serviciilor electronice de către agențiile competente din Republica Moldova. Se reflectă în exclusivitate cazul Agenției de Guvernare Electronică, care este principalul furnizor de prestare de servicii guvernamentele electronice pentru cetățeni, atât pentru persoanele fizice, cât și pentru cele juridice.

Identificarea problemei și analiza domeniului este inițierea în realizarea acestui proiect, mai mult ca atât în acelaș timp cercetarea și compararea soluțiilor deja existente la fel definesc aspectele sistemului informațional. Această platformă ar putea să reprezinte un serviciu, deoarece este posibilă integrarea oricărui tip de servicii.

Astfel pentru a avea posibilitatea de a descrie funcționalitaățile acestui sistem este nevoie de careva instrumente pentru modelarea datelor. Astfel pentru a descrie un flux de date se pot utiliza standardele inginerești de modelare sau diagramele. Diagramele UML, permit descrierea fluxurilor din mai multe perspective, caz-utilizare, activitate, secvențe și diagrame de stare.

Implementarea interfeței grafice a utilizatorului este realizată prin intermediul tehnologiei Angular, unde este de menționat și limbajul, deoarece pot fi aplicate o varietate, cel ales fiind TypeScript. Odată cu alegerea acestui limbaj se poate afirma că acesta permite organizarea aplicației sub o manieră avansată, ușor de urmărit, și implementarea elementelor UI denotă o componentă din cadrul aplicației. Astfel, aplicației, care este responsabilă de partea grafică a utilizatorului îi este atribuit rolul de partea a sistemului care execută interpelări cătrea partea a doua a aplicației, catre business logică. Business logica semnifică partea aplicației care oferă informație de ieșire bazată pe cea de intrare, desigur de pe partea de UI.

Este de menționat că MOperations are o complexitate avansată, există două module mari ale acestuia, modulul de gestionare a tuturor datelor de pe platformă și modulul destinat beneficiarilor de servicii, care sunt persoane fizice sau juridice. Modulul de management conține mai multe roluri: adminstrator, reponsabil de serviciu, responsabil economic-financiar, responsabil de aspecte legale și m&e manager.

Toate fazele specificate generează realizarea soluției digitale propuse în cadrul asigurării operaționale ale serviciilor electronice. MOperations este o platformă care vine să sprijine automatizarea activităților operaționale ale serviciilor de guvernare electronică oferite beneficiarilor prin autoservire. Aceasta v-a include: managementul clienților, managementul contractelor, prestarea serviciilor, monitorizarea serviciilor, facturarea și achitarea acestora, sporind astfel calitarea prestării serviciilor.

Abstract

at master degree thesis **"Analysis and optimization of public services"**

of the student gr. TI-201M, specialty "Information Technology"

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The informational system which is intended to ensure the operational activity regarding the provision of digital services has a purpose of identifying a digital informational solution for providing electronic services by the competent agencies in the Republic of Moldova. It reflects exclusively the case of the Electronic Government Agency, which is the main provider of governmental electronic services for citizens, as well as for legal entities.

The problem identification and domain analysis is the initial phase of the development of this project, while the research and the analysis of already existent solutions define, as well, the aspects of the informational system. This platform could represent a service, because the integration of any type of service is made possible.

Thus, in order to have the possibility to describe the system's functionalities, a number of instruments for data modelling are needed. In such a way, in order to describe a data flow, the engineering modelling standards or diagrams can be used. The UML diagrams allow the description of flows from multiple perspectives: use-case, activity, sequence and state.

The implementation of user interface is built through the Angular technology, where the development language needs to be mentioned, since many can be applied, it being in this case TypeScript. Once the language is chosen, the fact that it allows for an organized application at an advanced level needs to be highlighted, easy to follow, and the implementation of UI elements is an application component. Thereby, the application responsible for the graphical user interface has the role of the part of the system which executes interpellations to the second part of the application, namely the business-logic. The business-logic signifies a part of the application which offers input-based output information, from the UI side.

At the same time, Moperations is of an advanced complexity, with two great modules: the management module of all data on the platform, and the module used by the beneficiaries of the services, be it individuals or legal entities. The management module contains multiple roles: the administrator, the service responsible, the economic-financial responsible, the legal aspects responsible and the manager.

All the specified phases generate the a digital solution which is proposed for the operational assurance of electronic services. Moperations is a platform which intends to support the automation of operational activities of electronic government services, offered to beneficiaries through self-service. This includes client management, contract management, service provision, service monitoring, billing and payout, thus increasing the quality of service provision.

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INTRODUCTION

The provision of electronic services by state agencies is becoming more necessary and more valued by citizens, so to streamline all processes and draw up all type of agreements, contracts, it is needed to find out a digital solution that will solve the problem present in the Republic of Moldova. To ensure the operational activity of the services the MOperations is going to include all the needs.

The purpose of this report is to identify and describe the process of how to benefit from a electronic services, provided by the E-government agency through a specified digital solution. Also, define the manner of getting an service as a legal person, individual and as a state corporation. The development of such solution will be a great chance to digitalize the process of subscribing to some electronic services. This report will document all the flows according to the functional and non-functional requirements.

May occur a question why our national society is needed such a informational system? So, the answer is quite simple, digitalization, and advantages of this term according to the scope of this application. An organization from the private environment can benefit from all services hosted by the agency. The new version of this whole process will solve a lot of problems related to, started from signing the contracts, getting the invoice, sign it and pay for the consumed services.

The main aspect of this paper is the user interaction, method that will be used to provide the highly quality UX to the target audience and in this case to the national society. Agile development, the possibility to interact during the development will ensure that the client will receive all the requirements that were specified in the initial collaboration.

Furthermore, module of management should be developed according not only to the design patterns, but also regarding to some national rules. The main flow that will be provided to the citizens is to subscribe to an service, choose the terms of subscription and the method of payment. The graphical interface will be easy to understand and clear for users where it is needed to press for occurring expected actions.

The processes and user interaction of this attempted system will be described in this report through schemas and diagrams, a modeling tool for the most straight-forward representation. During the phase of development, using such tools will allow us to thin out the project idea to its essantial core, on which the further implementation will be based. In such a way, adding later functionalities should not be an unbiding process, but otherwise, favoured.

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