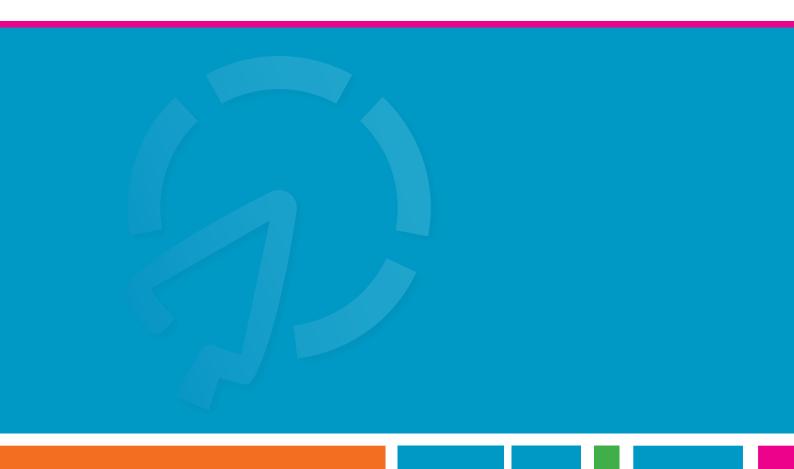


# ANNUAL REPORT OF ACTIVITIES

## NATIONAL ASSOCIATION OF PRIVATE ICT COMPANIES FROM MOLDOVA

**YEAR 2012** 



ANNUAL REPORT OF ACTIVITIES



## CONTENT:

1.	MESSAGE FROM THE PRESIDENT	4
2.	GOLD PARTNERS AND SPONSOR'S PAGES	5
3.	PRESENTATION OF THE NATIONAL ASSOCIATION OF PRIVATE ICT COMPANIES	9
4.	<ul> <li>EDUCATION INITIATIVES AND IT CAREER CAMPAIGN</li> <li>Agenda for Action "ICT Education in Moldova: Meeting Industry Needs"</li> <li>IT Career Information Campaign</li> <li>ICT Career Orientation Days</li> <li>Master Class Program</li> </ul>	12 16 19
5.	<ul> <li>TRADE AND MARKET DEVELOPMENT.</li> <li>Moldova ICT Summit 2012: Empowering development through Information Technology.</li> <li>ICT Sector White Book.</li> <li>B2B Portal.</li> <li>Legal Pocket Guide for ICT Companies.</li> </ul>	25 28 29
6.	DIALOGUE WITH THE GOVERNMENT	30
7.	<ul> <li>ENTREPRENEURIAL AND COMMUNITY BUILDING EVENTS</li> <li>Entrepreneurial events</li> <li>Community events</li></ul>	32
8.	COMPANY EXCELLENCE INTERVENTIONS	38
9.	ASSOCIATION PROMOTION	42
10	FINANCIAL REPORT 2012	45
11.	ATIC IN MEDIA	47
12	. SPECIAL THANKS TO OUR PARTNERS	52
13.	PRESENTATION OF THE MEMBERS OF THE NATIONAL ASSOCIATION OF PRIVATE ICT COMPANIES	53
14	WORKING PLAN 2013	57

#### **Message from the President**



2012 was a crucial year for our Association. Starting with the foundation of the Association, we have been looking for those actions, forms of interaction with state partners that would really help us to achieve our common goals. We have learned to collaborate with external partners, but also with each other, we have learned to find tradeoffs and optimal solutions.

As a result, I have all the reasons to believe that in the 2012 year we have developed a common understanding of what direction we need to follow to really make a useful association for all the members and to promote the industry as a whole. Our agenda for 2013 is an entirely new innovation action plan, based on which the Association will be for all of us, as existing and future members of the

Association, a vital tool in the development of the business of each of you and the ICT industry.

Our success would never be as it is now, without our partners who have always helped us in our initiatives and plans. First of all, I want to mention those state institutions, without the cooperation of which the progress in institutional matters is impossible – Government, Ministry of Information Technology and Communications, Ministry of Economy, Ministry of Education, ANRCETI.

A highly valuable contribution has been brought by our international partners represented by Competitiveness Enhancement and Enterprise Development II Project (CEED II) funded by the USAID. Without them, many of our projects would not be feasible.

I would also like to thank the Austrian Development Agency for the future support in enabling the development of specialists in ICT.

I would like to thank the team and all the members of the Association board, who throughout the 2012 year have invested their time, the moral and intellectual efforts to support the activities of the Association.

I am sure that 2013 will be a watershed in the activities of our association and thanks to our joint efforts we will achieve our goals.

Sincerely yours, Veaceslav Cunev President National Association of Private ICT Companies

#### **Special Thanks to our Gold Partners and Sponsors:**



Founded in 1975, Microsoft (Nasdaq "MSFT") is the worldwide leader in software, services and solutions that help people and businesses realize their full potential. The mission of Microsoft is to increase our partners' and customers' satisfaction through Microsoft's cutting-edge technology, to contribute to the development of the local IT industry with professionalism and honesty, implementing the corporation's business model.

Present on the Moldovan market since 2006, Microsoft is committed to achieve the following objectives:

- generate business opportunities for our partners by making long term investments
- facilitate access to cutting edge software technology for people within the region
- build competencies and talents, organize consultancy, training and support activities, offer technical information and localize products
- support developers, IT professionals and community development through a direct communication channel
- educate the market on using legal software and respecting intellectual property

Microsoft is present on Moldovan market through the most extended partners' network with local and international recognized competencies. As a part of our business strategy and company culture we are building the foundation for a long term growth by developing activities that support communities. Through our dynamic and responsible presence in the society, we are working toward accomplishing our mission we have assumed since the beginning. We bring innovative programs, generate business opportunities for our partners, improve our internal processes and we continuously focus on increasing customers' and Microsoft technology users' satisfaction.

As a company, and as individuals, we value integrity, honesty, openness, personal excellence, constructive self-criticism, continual self-improvement, and mutual respect. We are committed to our customers and partners and have a passion for technology. We take on big challenges, and pride ourselves on seeing them through. We hold ourselves accountable to our customers, shareholders, partners, and employees by honoring our commitments, providing results, and striving for the highest quality.



IBM is the worldwide leader in IT services and consulting, serving customers in over 180 countries. IBM's solutions and services span all major industries, including financial services, healthcare, government, automotive, telecommunications and education, among others. It is the diversity and breadth of our portfolio - spanning hardware, software, services, research, financing and technology - that uniquely separates IBM from other companies in the IT industry. The company has acquired over 100 companies this past decade, completing and scaling its portfolio of products and offerings.

IBM business model is built to support two principal goals: helping clients succeed in delivering business value by becoming more innovative, efficient and competitive through the use of business insight and information technology (IT) solutions; and, providing long-term value to shareholders. In addition, the company has transformed itself into a globally integrated enterprise which has improved overall productivity and is driving investment and participation in the world's fastest growing markets.

IBM tops U.S. Patent List for 20th consecutive year; it received a record 6,478 patents in 2012 for inventions that will enable fundamental advancements that will enable fundamental advancements across key domains including analytics, Big Data, cybersecurity, cloud, mobile, social networking, as well as industry solutions for retail, banking, healthcare, and transportation.

IBM invests annually about \$6 billion to improve its ability to help its clients innovate. Investment may occur in the research and development of new products and services, as well as in the establishment of new collaborative and creative relationships with developers, other companies and other institutions.

IBM started its operations in Romania in 1967, providing data processing and office products. Due to the economic and political situation prevailing at the time, IBM decided to close its Bucharest office in 1980 and was absent from the Romanian market until 1990 when IBM entered the market through a local service organization "Romanian Business Systems". RBS became an IBM Alliance company and in 1995 turned into IBM Romania - a subsidiary of IBM World Trade Corporation.

Like in other parts of the world, IBM is available for its clients in Romania with industry solutions and services through its high skilled professionals in its main office in Bucharest and the two branches: in Timisoara and Cluj-Napoca, plus the Authorized Business Partners covering the whole country and major industries. This organizational structure enables IBM to offer a tailored portfolio of products, solutions and services of world-class guality across a multitude of markets. IBM clients from Romania, but also worldwide, benefit from the capabilities offered by Global Delivery Centers located in Bucharest: GPSG (Global Procurement Services Group) and RO CEB-DC (Romania Central Europe and Baltic's Delivery Center) with its branch office in Brasov, and by IBM Innovation Center (IIC). The Innovation Center will provide access to IBM technologies and experts to help local businesses address digital infrastructure opportunities in key growth industries such as banking, healthcare, government, energy and telecommunications. Also, the clients benefits from the capabilities offered by the IBM Managed Data Center in Romania. Link for more details. IBM has also in Bucharest two laboratories: the STG laboratory created upon Blade acquisition - "IBM Bucharest Systems Laboratory", that is IBM's first European site for developing and testing IBM networking hardware and software, and the ,'IBM Business Analytics Laboratory" created after the Clarity Systems acquisition.

Basically, IBM's defining values are: dedication to every client's success, innovation that matters – for our company and for the world and trust and personal responsibility in all relationships. It is the way we think. Today, we're entering the era of cognitive computing–machines that help us think.

ANNUAL REPORT OF ACTIVITIES



Endava is a well-established IT Services company, with over 600 staff operating from headquarters in London and offices in the UK (London,Oxford), US (New York), Romania (Bucharest, Cluj and Iasi) and Moldova (Chisinau).

We design, implement and manage business-critical systems and digital services for some of the world's leading organisations.

Endava is one of the largest IT companies in Moldova having over 230 employees. The strength of the Endava brand in Moldova and the challenging environment within our organisation enables us to attract the very best IT professionals and most talented IT graduates. Our delivery centre in Moldova is Microsoft Gold Certified Partner and Oracle Partner, and is also the first company in the region to achieve ISO27001 and ISO9001 certifications awarded by British Standard Institution.

Our business model is based on strong industry-specific expertise, an agile 'blended' delivery model and a strategic pan-European presence which enables us to access a large pool of IT talent in Eastern Europe.

We have a strong track record in delivering IT services and business solutions in the following sectors:

- Financial Services
- Telecommunications
- Media, Sports & Entertainment
- Professional Services
- Online services

We are able to support our customers throughout the IT lifecycle by offering a competitive range of services, alongside a set of engagement models and a valuable Nearshore proposition, that enables them to address their business challenges flexibly and cost effectively.

TEAM (The Endava Adaptive Model) is our unified approach to delivering projects for both local and distributed engagements and has been derived from decades of IT services experience, industry best practice and thought leadership.

We indentify and adapt the delivery process so that it meets our customers' business need, while aiming to understand how we can work the same way as our customers.

Endava provides customers with onsite and offsite teams to enhance and supplement their existing IT resources and expertise. This is a long-term, strategic commitment which enables our customers to 'flex' resources — applying the most appropriate skills at the right time for the right cost — reducing project risk and budget over-runs.



## National Association of Private ICT Companies, as well known as Moldovan Association of Private ICT Companies

The National Association of Private ICT Companies (ATIC) is an umbrella organization of 38 companies coming from the following fields: Software development, Software distribution, Hardware, Telecommunications and Internet Service Providers, Business Process Outsourcing.

Our mission is to advance the competitiveness of the ICT sector and promote the ICT as a core enabler for

- + 3 new services
- + 8 new companies
- + Additional budget for educational activities attracted

national economic development. On the international stage we promote the industry's potential as a reliable business partner for international IT and BP outsourcing clients.

ATIC is dedicated to bring the Moldovan ICT industry to a brand new level through a strong dialogue platform and viable partnership between the ICT sector and government, active and effective participation in the development and implementation of coherent policies and clear actions for a pertinent positioning of the sector.

#### Vision

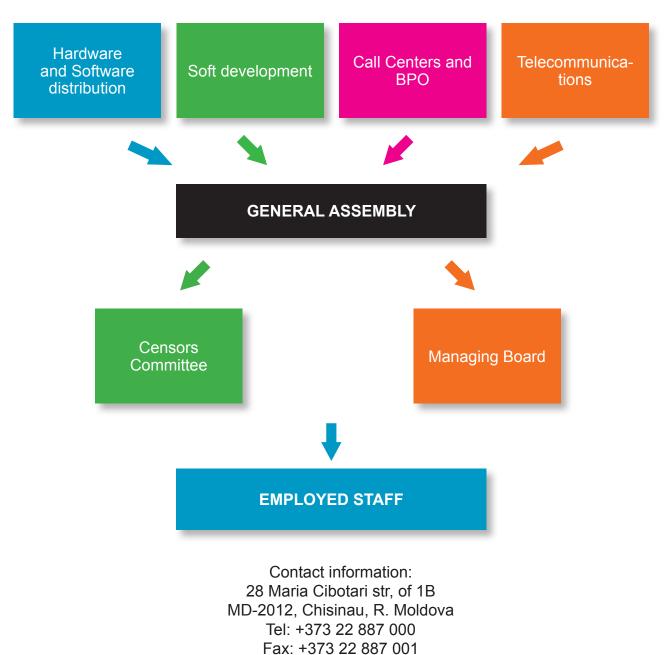
The ICT sector will be the main driver behind the Moldova's economic growth, augmenting labor productivity and enhancing international competitiveness.

#### **Objectives**

- 1. To raise the Moldovan ICT industry's profile and image within the country and on International markets.
- 2. To raise the level of co-operation and collaboration amongst members of the Moldovan ICT business community.
- 3. To work with Government to improve the business context, legal framework and overall prospects for the sector.
- 4. To collaborate with Moldovan Educational institutions to improve over time the quality and quantity of ICT trained graduates.
- 5. To help improve professional & management skills within ICT companies.
- 6. To improve all aspects of investment opportunities for ICT enterprises in Moldova.

ANNUAL REPORT OF ACTIVITIES

# THE ORGANIZATIONAL CHART OF THE ASSOCIATION:



www.ict.md Contact person: +373 79002866- Ana Chirita, Executive Director

## BOARD MEMBERS AND EXECUTIVE STAFF 2012

#### CHAIRMAN OF THE BOARD:



**ADMINISTRATIVE STAFF:** 

Veaceslav Cunev Deeplace



Nicolae Godiac Endava



Mihai Andreev Ultra



Irina Strajescu Moldcell



Marius Vasile IBM in Romania



Serge Shmigaliov Microsoft



luri Cicibaba (Tx&A Co SRL) on behalf of Hewlett Packard Moldova



Alexandra Matveiciuc GPG Consulting



Igor lasco Fors Computer



Ana Chirita Executive Director

ANNUAL REPORT

OF ACTIVITIES



Viorica Bordei Executive Assistant



Violeta Basoc Project Manager Assistant

YEAF 2012



**Tatiana Ceban** Events Manager (maternity leave)



Ruxanda Plesca Training Coordinator



Natalia Habasescu Accountant/Consultant

#### Messages from ATIC Members

The 2012 year has proved one more time that ATIC became a major character on the Moldovan ICT market: a dialogue between the business environment and Government has been established, there are conferences, events and stimulating actions for the sector's development organized. The ICT Summit conceived by ATIC is already accepted as the most important ICT event from Moldova.

In 2012 the Summit was a success with lots of participants, including foreigners, with the launch of the 2020 Digital Strategy, and with the Mobile signature demo successfully launched in September 2012.

It is remarkable that in 2012 ATIC paid a special attention to the education initiatives.

Irina Strajescu Head of Business Development Section, Moldcell

The 2012 year was marked by considerable challenges for the Moldovan ICT industry. In these circumstances ATIC has exemplary operated and reconfirmed its high value and utility for the ICT sector through facilitating and consolidating the position of the companies in the dialogue with the state entities and contributing to the sector sustainable development. I do highly appreciate ATIC's professional and devoted approach on the existing tasks and also the achieved results.

From all the directions of ATIC's activity, I would like to emphasize the effort for maintaining the fiscal facilities for the software companies and also, the high level organization of the annual ICT Summit 2012 conference.

> Vadim Echim, Vice President of Operations Tacit Knowledge, Moldova

In the 2012 year ATIC has demonstrated it can defend the sector's interests, applying a common effort of all its members. Unfortunately we can't say the results of legislative changes are benefic for all sector companies (basically only for the software ones), but in my opinion this is a quite successful breakthrough in the dialogue with the Government structures. Now the Association is not only organizing summits, but also defends the interests of the ICT sector. And this namely success at the same time confirms that ATIC and us as its members have to work likewise successfully in other branches of our industry.

#### ATIC Member





## EDUCATION AND IT CAREER CAMPAIGN

## Agenda for Action "ICT Education in Moldova: Meeting Industry Needs"

#### Background

The shortage of qualified professionals and the skills mismatch that ICT industry is currently facing represents a major impediment to the sustainable development of the sector.

Despite the introduction of ICT in schools and the expansion of ICT in universities, there is a continuing problem regarding the supply of personnel to meet industry growth, particularly regarding quality and skill-sets.

Taking into consideration the importance and imperative of the ICT Education modernization, ATIC and the USAID CEED II Project launched a process of broad consultations aiming to shape a roadmap and a clear vision on the actions that have to be undertaken. The Agenda for Action "ICT Education in Moldova: Meeting Industry Needs" was developed by a group of local and international experts in collaboration with ATIC, Ministry of Information Technology and Communications, with the support of USAID CEED II Project and large participation of the educational institutions.

The group of experts included Mr. John O'Sullivan BSc, FBCS, CEng, FCMA (UK), Dr. Anatol Gremalschi, Program Director, Institute for Public Policy; University Professor -





Computer Science; former Minister of Education and Mr. Andrei Sedelkov, MBCS; ICT market, strategy and policy consultant.

The document provides a relevant analysis on the skills issues affecting the ICT sector and articulates valuable recommendations for the improvement of the education in this field. In order to complete an exhaustive analysis, the experts examined around 20 research reports, conducted 20 interviews with all parties and organized an Interim Workshop and final Executive Briefing.

#### **Interim Workshop**

On June 19, the representatives of the private sector, education institutions, Government and independent experts attended the workshop "ICT Education in Moldova: meeting the industry needs". The purpose of the event was to identify and prioritize actions that would allow the education sector to prepare competent professionals and to contribute to sustainable growth of the ICT sector in Moldova.





The workshop was held at the Ministry of Information Technology and Commu-nications. Among the participants of the workshop were the Deputy Minister of ICT, the Adviser to the Prime Minister on youth policy and IT, representatives of Moldcell, StarNet, Endava and Microsoft, Technical University of Moldova, Moldova State University, Academy of Economic Studies of Moldova, Tiraspol State University, College of Computer Science, College of Banking and Finance and others. The large participation demonstrated the increased interest towards this subject and the availability of all stakeholders to join efforts and to take relevant actions.

As a result of the open and fruitful cooperation within the workshop, a series of valuable solutions and recommendations were generated. The recommendations aimed to increase the efficiency of collaboration between stakeholders in the preparation of teachers for ICT, and provide necessary support from the state.



#### Agenda presentation

The draft Agenda for Action was presented on June 22, 2012, within an event that gathered the main stakeholders: deputy ministers of ICT and of Education, representatives of the academia and





the private sector to discuss the following steps to improve the education in the ICT field.

The experts presented their recommendations for the adjustment of the educational system to the market demands and for the further strengthening of the cooperation between ICT companies and educational institutions.

The Agenda for Action classifies the issues and recommendations under four themes:

- "Physical assets such as IT labs. We propose a management, maintenance and budgeting system to replace hardware over five years, software over three years, with end of semester routine maintenance. All new equipment should be properly licensed with immediate effect.
- 2. A formal annual process for updating curricula with full industry involvement is proposed. Collaboration with foreign universities, academic exchanges for staff and students, twinning arrangements, internships for staff and students should all be encouraged. In due course, ICT should be extended downwards in the school system, eventually to primary schools.
- 3. The **teaching workforce** also needs professional development. It is recommended the introduction of a performance management system, eventually linked to payments. The experts propose also the full implementation of the Bologna Process, including full use of learning outcomes, competences, and action learning.
- 4. The main recommendations under the **Governance of Education** theme concern completion of the Education Code, and its implementation. Key elements concern quality assurance, namely the responsibilities of each university for its internal quality, coupled with the establishment of an external QA agency. Engagement between universities and business must be improved and formalized, including seats on Senate and other management bodies and external examiners. *[ICT Education in Moldova: Meeting Industry Needs, Agenda for Action, Final Report, Chisinau, 2012]*

The ICT Education Council established by the Ministry of Education in 2012 will provide an ideal vehicle to oversee the Agenda implementation. Working Parties could be created, say one for each of the four themes, starting with the priority actions under each theme. As progress is made, and harmonious working relationships established, then other items could be selected for attention.

#### **IT Career Information Campaign**

#### Background

Although the ICT sector in Moldova is in continuous growth, one of the major impediments for the sector to get to its full potential is the lack of qualified professionals. As the workforce development is a long term process, it is important to promote IT career among the young generation as a very attractive option.

In 2012, ATIC with the dedicated support of the USAID CEED II Project and under the patronage of the Government of the Republic of Moldova continued the active implementation of the IT Career Information Campaign. The mission of the campaign is to communicate the benefits of embracing an IT career and to raise the awareness on the opportunities that can be explored in this field. In order to reach a broader target, the campaign had several components.

In the same time, ATIC carried out active discussions with the Government in order to increase the number of places for ICT specialties. As a result, 200 additional scholarships have been allocated for the academic year 2012-2013 admission to colleges and universities that train specialists in information technology and communications. In total, 1265 scholarships financed from the state budget were offered to the IT students within the 2012 admission.

#### **IT Career Live Presentations Campaign**

From April to May period, ATIC carried out the IT Career Live Presentations Campaign. The initiative intended to educate pupils from the grades X to XII on the opportunity of choosing a career







in the Information and Communications Technology sector.

The campaign comprised a succession of speaker presentations in different lyceums from Chisinau. Specialists actively employed in Moldovan IT companies, ATIC members, moderated these presentations and offered advice on the benefits, opportunities and future career prospects.



The speakers aimed to answer the main questions below:

Why choose a career in IT? What are the advantages of a career in IT, especially in comparison to other spheres of activity? What are the universities where one can apply for a degree leading to a career in the IT sector?

Additionally, the presentations pinpoint how the IT sector will continue to be one of the key industries to grow in Moldova, with more and more companies looking to hire IT professionals.

The information campaign took place in 17 lyceums from Chisinau and gathered an audience of over 1200 pupils. More information and pictures from the presentations are available on our Facebook page **Aleg Cariera IT**.

It is important to point out that this initiative would not have been possible without the support and active involvement of the following companies: Allied Testing, Endava and Pentalog. We are thankful to these companies for leading the presentations and inspiring our young people to consider pursuing a career in the ICT sector.

#### IT Career media campaign

The IT Career media campaign has been launched and implemented with the support of the USAID CEED II Project starting with July 2. Taking into consideration the large target audience represented by high-school graduates, their parents, but also by their relatives and friends, the use of various communication channels has been essential. Several main channels have been defined for the efficient delivery of the campaign messages: TV, radio, online campaign.

**TV** and **Radio Campaign:** Starting with July 2, the video spot promoting the IT Career has been broadcasted on ProTV and Acasa TV. Later, following the call of the Moldovan Government, which has actively supported the initiative, other important local channels joined the campaign: Moldova 1, Prime, N4, Jurnal TV.

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**Online campaign:** "IT Career" banners have been placed for one month on relevant web resources: protv.md, profm.md, inprofunzime.md, patria.md, perfecte.md, acasatv. md, odnoklassniki.ru, mail.ru. Also, we had adds on Facebook and Google. Thanks to the support of the company Simpals, the banners "Choose a Career in IT" were placed on 999.md and point.md websites.

**Social Networks:** The groups "Aleg Cariera IT" were created on social networks **Face-book** and **Odnoklassniki** in order to promote the messages of the campaign and provide timely feedback and interaction with the young people interested in a career in this field. More than 590 participants joined the groups since the campaign has started. The



ANNUAL REPORT OF ACTIVITIES

groups have been updated with useful information on the IT career opportunities and benefits, career directions, admission procedures, matriculation plans of the Moldovan universities, articles and video materials on the IT career topic.

**Offline campaign**: "IT Career" promotional materials (poster and flyers) were placed and distributed within the Admission Centers of the Technical University, Moldovan State University, "Ion Creanga" State Pedagogical University, Tiraspol State University.

We would like to cordially thank Simpals, Teleradio Moldova, Prime, N4, Jurnal TV for supporting the campaign.

Special thanks to Mr. Tudor Darie, advisor to the Prime Minister on Youth Policy and Information Technologies, for being extremely supportive throughout the entire campaign and helping us by all means to guide young people to an interesting and successful career.

As a result of the intense promotion of the IT career, more young graduates considered the opportunity of a career in this field and the number of applications rose considerably. Also, a qualitative change expressed through a higher competition has been noticed within this year's admission at the ICT faculties.

#### **ICT Career Orientation Days**

Between the 7th of November 2012 and the 5th of December, the students and the companies from IT participated at the ICT Career Orientation days - a dynamic and interactive event organized by ATIC with the support of USAID CEED II Project support. The purpose of the event was to guide the future graduates into the development and affirmation opportunities offered by the information and communication technologies sector.

ICT Career Orientation gathered more than 800 students from the IT faculties and 11 top companies. It was held at the Technical University of Moldova on the 7th of November, at the State University of Moldova on the 8th of November and the Academy of Economic Studies on the 5th of December 2012.

Within the event, the students had the possibility to interact with the potential employers and to find out what are the



main directions to follow for a successful IT career, which are the trends of the sector, tips on improving employability, as well as what internship and employment opportunities do they have after the graduation.



The representatives of university administration, Ministry of ICT, Ministry of Education, Office of the Prime Minister, as well as the IT companies' directors participated at the opening session of the event and encouraged the students to find the best opportunity for their career.

The ICT Career Orientation agenda included career orientation sessions held by important companies from the Moldovan IT sector as Endava, Pentalog, Allied Testing, Trimetrica, Microsoft, Red Sky, Moldcell, Simpals, StarNet, DAAC System Integrator, Cedacri International. The students had also the possibility to find out more about their potential employers within a JobShop held in the hall of the universities, where the companies participated with stands, promotional materials and representatives ready to answer all the questions.



20

ANNUAL REPORT OF ACTIVITIES

YEAR 2012

**Cristina Putuntica, Head of TM and Recruitment,** Endava "The reasons why we support this event are various, but the main objective is to bring our contribution in order to develop a brand new generation of valuable specialists. We truly believe that Moldova can offer development opportunities for youth and we want to be a part at this process.

Through such an event the contact between students and employers can be easily established. The students can find out about the capacity and the expectations of the Moldovan IT industry, and the companies can find out more details about their potential employee's abilities and knowledge level".

Marcel Sobieski, COO Red Sky: "Our willingness is to show the participants the actual and the future technical trends, as well as the successfully developed by us global projects. We will do anything to stimulate the evolution in the IT sector and specialists' integration in the most interesting projects. This event is interesting because we have the possibility to approach future specialists. It's a step forward to mutual opportunities and coherent discussions between actual and future professionals.

Despite the extremely intelligent human resources we have, lots of IT companies and a big part of IT professionals don't have a clear direction regarding what they want and what they can do best. ICT









Career Orientation comes to fulfill these gaps and offers unique opportunities that shouldn't be missed."

The ICT Career Orientation event is organized for the 3rd consecutive year by the National Association of the Private ICT Companies in partnership with the Government of Republic of Moldova and with the USAID CEED II Project support. Almost 400 students were involved in the previous edition.









ANNUAL REPORT OF ACTIVITIES

ORT YEAR 5 **2012** 

#### Master Class Program

In 2012 ATIC continued to participate at the improvement of the competences and performance of the university students through a master class program. Two master classes were organized with the active participation of Pentalog company at the Technical University of Moldova.

Serghei Goloborodico, Delivery Center Manager at Pentalog: "Presenting actual subjects which combine the IT interest with professional development, we want to offer students more information

from the point of view of many experienced persons and to show them everyday life examples of a passionate developer. Also, we want to bring our contribution to the development of an authentic IT community where the information sharing would be a constant activity".

#### Master class "Source versioning with GIT"

On the 18th of October 2012 ATIC and Pentalog organized the master class "Source versioning with GIT". The content of the presentation was very useful to the 35 participants attending the event.

"After this event, my colleagues started using GIT for their laboratory works" mentioned a Pentalog intern who took part at the Master Class.

"I think people were interested, it's a larger sector and it doesn't need a certain programming language. It's related to the source code management and in general to the project changes. There were persons that asked me to send them by email the presentation, even those who didn't attend the presentation. The examples from everyday life impressed the students and helped them understand the subject better" Mihai Burlac, Project Manager and senior web developer at Pentalog, training coordinator.



#### Master Class "Mastering SEO"

"Mastering SEO" was the second master class organized on the 22nd of November. The event gathered 30 participants and introduced





them to the principles and rules of search engine optimization. Radu Plugaru, Java Developer and SEO Expert at Pentalog spoke with passion about SEO, brought relevant examples from his experience and highlighted the importance of respecting the universal rule in this field – "Build websites for humans, not search engines". The participants have appreciated the good advice and recommendations on search engine optimization presented within the event, but also the speaker's commitment and his positive attitude.



#### Serghei Goloborodico, Delivery Center Manager

*at Pentalog:* "Pentalog has the willingness to participate at the technical events that would help to build a community. Maybe the experience is a bit harder to transmit, but the commitment for the day by day activity is definitely contagious. We hope that increasingly more students will attend the Master Class events to become truly devoted professionals!"

## New collaboration perspectives between the ICT industry and the education sector

ATIC is dedicated to bring the ICT education to a brand new level through strengthening the cooperation between the ICT industry and the academic sector, promoting efficient joint initiatives and projects and extending the area of interaction.

On November 7th 2012, the representatives of ATIC member companies participated

at a meeting with Mr. Ion Bostan, Rector of the Technical University of Moldova. The reunion had the purpose to identify and agree the key issues on which the private and academic sectors can interact in order to improve the quality of human resources for the ICT industry.

A potential collaboration related to the University Excellence Center has been approached within the meeting and the participants agreed to participate at the

creation of a joint vision on the Center's future development.



2012

ANNUAL REPORT

**OF ACTIVITIES** 



## TRADE AND MARKET DEVELOPMENT

#### Moldova ICT Summit 2012: Empowering development through Information Technology

National Association of Private ICT Companies, under the patronage of the Ministry of Information Technology and Communications, in collaboration with USAID Competitiveness Enhancement and Enterprise Development (CEED II) project, E-government Center and



World Bank organized the third edition of the Moldova ICT Summit.

The event took place in Chisinau between the May 16-17, bringing together about 1000 participants, among which officials from Government and ministries' representatives, business leaders, academia people, opinion leaders, IT specialists. They assisted the presentations of over 85 speakers from over 20 countries around the world.

Moldova ICT Summit 2012 focused on the following tracks:

 Smart Society: A track aiming at bringing together visionaries, leaders







from Government, industry, civil society to critically analyze present and future opportunities for Moldova.

- *Moldova your IT destination*: How can Moldova attract more investment in ICT and become a regional destination of choice?
- Intelligent Investment in Government: How can Moldovan Government have a more efficient planning and spending on ICT?
- *Education and Talent management:* How do we solve the labor force shortage main issue hindering the rapid growth of the ICT sector? How do we create highly competent human capital in different aspects of ICT?
- *ICT4Business:* What are the solutions offered by ICT companies for other sectors to enhance their business efficiency?
- *Software as Craft:* Is the global technological change fueling the beginning of a New Age? What are the challenges faced today by the software development professionals?

The second day of the Summit was marked by the Government Special Session "High level dialogue on the vision of the Strategy Digital Moldova 2020", going to be finalized in accordance with the Digital Agenda from the European Union Strategy "Europe 2020". The session was attended by the Prime Minister of Republic of Moldova, ministers and high level officials from abroad who discussed the presented vision.



ANNUAL REPORT

OF ACTIVITIES



The Prime Minister of RM, Vlad Filat, has called for cooperation between public and private sectors. He mentioned as necessary that the same vision will be shared by the Government, its development partners and business sector representatives, in order to efficiently use ICT tools for the country development.

The Minister of Information and Communications Technology, Pavel Filip described Moldova in 2020 according to Strategy vision: "The ICT local companies are competitive at international level, ensuring a continuous growth of the country position in the knowledge based global economy. Research and innovation in a favourable environment boost the ICT sector expansion. It is ensured an universal access, inclusive and integrated for the use of entire spectrum of services electronically". Therefore, "our general objective will be to create appropriate conditions for the growth and comprehensive use of the ICT potential by public institutions, business sector and citizens".

"The Strategy must be a signal for business sector representatives to invest in the field of Information and Communication Technologies", according to the opinion of the President of the Moldovan Association of ICT Companies (ATIC), Veaceslav Cunev. He mentioned that the entrepreneurs expect this to be a real Strategy which will establish the criteria and standards needed to be followed by the enterprises, in order to elaborate their action plans for the next period up to 2020. Also he declared that the business sector is ready to commit with a full responsibility in the elaboration of the strategy and it expects the same interest from the state side.

"Do IT in Moldova" – under this slogan was held the session designed for potential foreign investors, Moldova – your IT partner. Mark Yates, Research Analyst for Verticals and Government Insights CEE (USA), mentioned that the IT spending in Moldova will undergo a strong growth of an average of 6.6% annually of GDP to 2015. "Investing in

egovernment and creation of could services platform are likely to jump over legacies" what concerns the Government of RM, considers Yates. "Moldova is a solid nearshoring destination. The combination of education, IT skills, location, and languages makes it ideally suited to organizations looking for a cost-effective alternative to West Europe and CEE region", says Mark Yates.

The partners of the 2012 year edition were the companies Tacit Knowledge, Moldcell, Microsoft. The sponsors of the event were the companies: DAAC System Integrator, IBM, HP, Endava, Intel, Moldtelecom, Asseco. General media-partner Publika TV, online partner Numbers, media partners Infotag, Profit, Economist, Unimedia, Кишиневский Обозреватель.

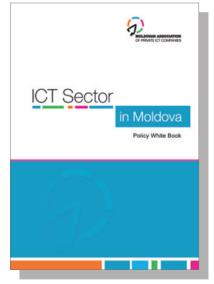
All the pictures are available on the Facebook event page: http://www.facebook.com/ MoldovalCTsummit.

## Policy White Book of the ICT sector - aligning the private sector priorities and public sector policy goals

In order to increase public-private dialogue and help align governmental policies with the private sector priorities, ATIC and the USAID CEED II Project proceeded at the development of the second Policy White Book of the ICT sector.

An expert was contracted for information collection and analysis, conducting surveys and interviews, consolidating and validating all the opinions and recommendations.

During the first week of November, ATIC has organized 4 focus groups with the hardware, software, telecom and BPO companies in order to establish the key problems of the industry and come up with clear proposals for the development of the sector. The White Book is planned to be ready by the



end of February, with follow up presentations for the donor community and government representatives separately.

Focusing more on the recommendations for policy improvements, the White Book will be used by the Association to promote a consolidated policy and business environment improvement agenda, and lobby for positive change.

The first Policy White Book of the ICT industry was developed in 2008 with the support of USAID CEED Project. The document provided a comprehensive overview of Moldova's ICT industry as a productive sector and catalyzed a public-private dialogue on key issues faced by the sector and policy improvements.

#### A B2B portal will be launched with the support of CEED II Project

ATIC is in the process of development with the support of CEED II Project a B2B portal - an initiative aiming to help businesses grow and find more partners inside and outside the country. The idea comes to satisfy business needs in information, growth and contact making, as well as serve as a marketing platform for the industry and country.

This initiative is part of the strategic development of the association to be able to attract more members and attract investments into the ICT Sector of Moldova.

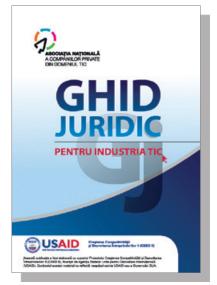
The B2B portal will represent a platform of communication/ interaction/ information of the private ICT companies from Moldova and will promote the activity of the ICT industry. The B2B portal will be launched within Moldova ICT Summit 2013.

#### Legal Pocket Guide for the ICT Industry

The USAID CEED II Project supported ATIC in the development of a Legal Pocket Guide for the ICT Industry, which will help companies better understand the current legal framework in general and especially the one governing the ICT Industry.

This guide addresses the key concepts of business, labor, intellectual property and taxation law follow to be addressed, together with basic EU requirements and quality standards regulations, in a manner which is accessible and above all useful to the recipients intended.

It covers the main aspects of legal business operation framework, including current primary and secondary legislation applicable in Moldova, with particular focus on ICT industry



operating specifics. The Guide provides condensed and relevant information on legal and regulatory aspects pertaining to business operations of an ICT company, describing the legal/regulatory provision, compliance aspects and its implications for the business.

The Legal Pocket Guide includes the following main aspects, but will not be limited thereto:

## A. General aspects of the Moldovan regulatory framework

- Main laws and regulations applicable in the ICT sector
- Licensing requirements
- Personal data protection
- Repatriation of foreign currency
- Investment

#### B. Labor law:

- Overview of the Moldovan labor legislation
- Employment documents
- Dismissal of personnel
- Training of personnel and other benefits
- Basic clauses of the individual employment agreement

#### **C.** Public procurement:

- Applicability of public procurement
- Participation to the public procurement

- Types and procedures applicable upon public procurement
- Public procurement contract

#### D. Intellectual property:

- Overview of the Moldova IP legal framework
- Copyright over IT products
- License agreements

#### E. Tax system and tax administration:

- General overview of the Moldovan tax framework
- Tax incentives and its applicability
- General principles of tax administration
- Issues related to tax inspection

ATIC plans to update the Legal Pocket Guide on an annual basis to include any legislative and regulatory changes.

The guide is available for use starting with February 2013 and is free for ATIC members.

## DIALOGUE WITH THE GOVERNMENT

## In 2012, ATIC has considered consolidating efforts on the side of collaboration and work with the government. ATIC has focused its efforts on several important issues for the ICT sector:

#### Improving the fiscal environment. Clarifying all aspects related to tax administration. Improving customs procedures

In 2012, in correspondence with the member's will, in ATIC one more committee has been created - the fiscal committee. The goal of the committee is to act as a unique voice of the ATIC members in relation to the public authorities, especially in relation to the fiscal inspectorate and Ministry of Finance. Mrs. Angela Golovco, Financial Director at Pentalog has been elected as chair of the committee.

Starting November 2012, ATIC is part of the Conformation committee organized by Fiscal Inspectorate. Mrs. Angela Golovco, Chair of Fiscal Committee in ATIC is member of the committee. The purpose of the Conformation Committee is primarily to communicate directly with public administration on issues regarding inconsistency barriers and incoherence of normative acts that need to be tackled case by case.



Besides fiscal interventions, ATIC has been invited to the consultative committee of the Customs in order to propose facilitation of the procedures of imports and exports to save business time and enable fair and equal rules on the market.

In 2013 ATIC will hire consultants in the area of Customs and fiscal interventions to make sure that ICT companies benefit of full support.

#### **Proposals of Modifications of the Occupations Nomenclature**

Due to the fact that the ICT sector is very dynamic, as well as the technologies change

very quickly, every year new occupations and functions in the ICT companies appear. The existing document doesn't cover all the range of the needed specialties and does not correspond entirely to the international standards. ATIC has initiated an action of changing/

#### Target:

- Add at least 25 more occupations to the existing document
- Align the existing classification with the international standards



completing the occupations nomenclature according to the industry needs such in order to widen up the range of occupations benefiting from the fiscal facilities. The proposals are in the process of revision.

Another action initiated by ATIC represents the interventions in legislation related to travel allowances which for some countries are too high and for the others are too low. At the same time the changes produced in 2012 in the legislation lead to its misinterpretation for certain purposes while travelling. All the topics are in revew at the Ministry of Labor and Social Protection.

#### Eliminating the barriers for the ICT sector growth

According to the Law of entrepreneurship activities, as well as Electronic communications law, the activity of IT companies needs licensing for services of State Importance. However it is only needed for local companies, and does not realize the initially thought functions: statistics and quality assurance. The Ministry of Economy, Ministry of ICT, as well as ANRCETI (the regulator) have supported the initiative and included it into the action plan and strategy of sector development of 2013-2015.

## Aggregating the current educational needs and ongoing private initiatives in a comprehensive program for partnership with the educational system

With the support of USAID CEED II project, ATIC has participated at evaluating and defining the new curricula for the Information and Communication Technologies lead by 2 consultants in the area.

ATIC has approached the Ministry of Education and offered collaboration in the field improvement of education in ICT and involvement of ICT in education.

In 2012 ATIC succeeded to lobby for more places for ICT students at the universities, as well as establish the dialogue with the Ministry of Education on the potential of common initiatives.

ATIC has succeeded to win a project from the Austrian Development Agency in improving ICT education in vocational schools and colleagues which will be done in cooperation with the Ministry of Education, Pro Didactica and Ministry of ICT.

#### Developing an ICT sector profile that demonstrates the capacity and attractiveness of the ICT sector

ATIC has actively participated in the Competitiveness Groups, Digital Moldova Strategy development, ICT sector development conferences and round tables lead and initiated by the Ministry of ICT. ATIC members' opinion has been taken into consideration in the elaboration of the documents and strategy for the next 10 years of the sector.



## ENTREPRENEURIAL AND COMMUNITY BUILDING EVENTS

#### **Entrepreneurial events**

#### Background

The existence of an ecosystem propitious to the entrepreneurship and innovation development has a major impact on increasing the competitiveness of the ICT companies and stimulates overall economic growth by creating jobs in areas with high added value and significant export potential.

ATIC and the USAID CEED II Project have proposed a more active involvement in the creation of this ecosystem by supporting the organization of the Startup Weekends, 54-hour entrepreneurial events where developers, designers, marketers, product managers and startup enthusiasts come together to share ideas, form teams, build products, and launch startups.

The first Startup Weekend Moldova took place on November 11-13, 2011 and gathered together 70 participants, mentors and judges. The event was very successful; it generated 10 startup teams with 10 business ideas. The winning team participated at the Global Startup Battle and won the 12th place from 50 participating teams from all over the world.



ANNUAL REPORT OF ACTIVITIES

#### Startup Weekend Moldova, 2<sup>nd</sup> edition

The second edition of Startup Weekend Moldova took place during 1-3 June. The event was organized by USAID CEED II Project in partnership with ATIC, Orange Moldova, Simpals, ATIC and ULIM and gathered 65 participants. For nearly three days the participating teams developed 11 of the 35 projects presented, experiencing the entire process of launching a business from generating the idea to the creation of a prototype.



#### Startup Weekend Moldova, 3<sup>rd</sup> edition

The 3<sup>rd</sup> edition of the Startup Weekend Moldova, held





during 16-18 November, gathered 80 participants from Moldova, Romania, Italy, USA. The event was organized by USAID CEED II Project, ATIC, Orange Moldova, Simpals, Alliance Francaise de Moldavie.









#### **Community events**

#### Background:

According to ATIC's strategy and statute, ICT should stay behind all industries to advance the competitiveness. One of the key assets of the industry are the people. The knowledge sharing between the companies and their employees contributes to the growth of the sector as a whole, especially if future employees (students) are as constantly involved. One of the ways to contribute to the development of the community is to engage companies and their employees to share knowledge in various industry events. A good example for this are the code camps - already well known example abroad that brings together the specialists in the field for a day or two and relates to very specific technical topics.

The CodeCamp is a new type of community event where IT professionals learn from their peers. All are welcome to attend and speak. The code camp approach tries to improve the learning process of programming by concentrating on two aspects, efficient time usage and cooperation. The first Chisinau CodeCamp was organized in Moldova by the National Association of the Private ICT Companies in partnership with Endava and Microsoft, and with the support of the USAID CEED II Project.

#### Chisinau CodeCamp: Agile and ASP.NET

The first Chisinau CodeCamp took place on the 8th of December, providing great opportunities for the Moldovan IT professionals to meet, communicate, share experience, knowledge and best practices. The event focused on a non-formal entourage, actual



ANNUAL REPORT OF ACTIVITIES

topics and presentation sessions organically integrated with inspiring remarks, humor and comments. Over 50 participants attended the event.

The event was dedicated to actual topics like Agile and ASP.NET. Tactical and strategic points were approached in the context of IT projects implementation, collaboration with the clients, adequate behavior in meeting the deadlines.

The CodeCamp speakers were IT professionals within Romanian and international IT companies: Florin Cardasim, Head of Architecture&Analysis at Endava lasi with over 10 years of experience, who was involved for the last 3 years in the organization of the Code Camp Romania events; Dan Nicola, IT Project Manager, specialized on electronic and mobile payment systems, but also from the finance and banking sector; Gabriel Enea, Senior Software Developer with over 12 years of experience, specialized on ecommerce systems, web developing, co-founder of a Romanian jobs website; Iulian Tanasescu-Vlad, Software Engineer with over 10 years of experience in different countries.

"The provided information was very useful. I was impressed. I didn't expect the CodeCamp will be so practical and actual for me. The topics were so interesting. Surprising is the fact that till the end of the event some of my opinions changed and this is not happening to me very often" said Irina, an IT sector employee who took part at the CodeCamp event.

"The format is verv



for the experienced professionals. I would strongly recommend to the students to involve more and not to expect the graduation for a career start. For the future we would like to hear within the presentations some successful stories based on the exposed methods. And I would also like the CodeCamp to be held for 2 days" said Dumitru, IT faculty student.

Nicolae Godiac, member of the ATIC Board of Directors, Endava Operational Director "We consider this event as an important move for Moldova's IT community development. Endava will offer its support to the future CodeCamp events. In Romania the CodeCamp events host over 300 participants and almost 40 speakers. We believe in Chisinau we could even pass this indicators."



#### Chisinau CodeCamp: Mobile Workshop

Chisinau CodeCamp – Mobile Workshop took place on the 15th of December 2012. The event approached the new challenges of mobile apps development, focusing on porting



desktop Web Applications to mobile platforms, test driven development for Android, automation testing for Android and delivering secure Android Apps.

The speakers, Endava professionals with great experience in mobile development, lead interesting and enthusiastic presentations on the chosen topics. More than 50 participants attended the event.







### COMPANY EXCELLENCE INTERVENTIONS

During the 2012 year, with the support of the Competitiveness Enhancement and Enterprise Development II Project (CEED II) funded by the USAID, ATIC has organized a series of trainings on soft and technical skills, designed to fulfill the capacity building needs of the IT companies, but also the trends and the imperative to keep up with the latest technologies.

#### Software Metrics and Dashboards Training [March 20-21, 2012]

The Software Metrics and Dashboards workshop organized by ATIC aimed to help the PMO teams, project managers and R&D leads measure the software projects. It was focused on the understanding and practical application of initiating measurements in real-life projects.

During the two-day course the participants learned about the interpretation and communication of measurement results, both informally and in the form of dashboards.

The course gathered participants from different companies like Endava, Pentalog, Tacit Knowledge and Remsys. Each participant has received an industry recognized SoftO2 Training Certificate after completion of the course.

#### Writing and Managing Software Requirements Training [March 22-23, 2012]

This workshop course aimed to teach students how to create, elaborate and review business, user, and software requirements. The participants have received from this course valuable information about best practices for eliciting, analysing, specifying and verifying requirements. Students also have learned how to decompose requirements into features and how to deal with changes after sign-off.

The training course gathered participants from companies like DAAC System Integrator, Pentalog, BTS Pro, Endava, Alfasoft and QSystems. Each participant has received an industry recognized SoftO2 Training Certificate after the course completion.

### Agile Enterprise Adoption and Transformation Strategies Training [March 19, 2012]

The Agile training gathered over 15 participants like Executive Managers, Project Managers, QA Experts from Orange, Pentalog, Allied Testing, Endava and many other companies.

This was a half-day intensive training and coaching workshop for executives and middle managers. The course has provided a strategic understanding of transforming teams and projects to an agile development approach. Managers learned how they could be able to assess the suitability and economics of different agile methods, avoid pitfalls inherent to agile transformation, and achieve high performance by inserting and tailoring the right

ANNUAL REPORT OF ACTIVITIES set of practices. The workshop has included reallife simulations.

Each participant has received an industry recognized SoftO2 Training Certificate after completion of the course.

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This training course taught the Test and QA specialists how to introduce a risk-based testing strategy in a software development organization. In a workshop style with examples and exercises, participants have learned the concepts, principles and practical aspects of assessing risk sources, establishing test depth targets, and deriving test coverage with test cycles and test techniques that match those targets.

The course gathered QA Team Leaders and Engineers from Pentalog, Noction, Tacit Knowledge and Endava. Participants received an industry recognized SoftO2 Training Certificate after completing the course.

#### Colour Psychology in Marketing Training [October 11, 2012]

This was a beginner one-day workshop that aimed to introduce participants to colour psychology and the uses of colours in marketing. Colours can be used as psychological instruments with great impacts on human behaviour. The training has reviewed the impact of colour on online marketing, as well as the relations between colour, web and marketing communications.

The participants have learned how to understand the physiological effects of colours, to create a colour strategy for a brand, which are the most efficient combinations of colours in marketing, which colour combinations to adopt and to avoid, plus multiple case studies.

#### Advanced Project Management Workshop [November 13-15, 2012]

This three-day training course was designed to provide project managers, novice or experienced, with project management skills required for understanding and using the PM discipline. Structured to match a project's life cycle, this 3-day classroom course covered detailed topics of the basic concepts of project management, including initiating projects, planning projects, controlling projects, executing projects, and closing projects.

The training was held by Nenad Trajkovski, Certified Accountant, Project Manager Professional, PMI – RMP (Risk Manager Professional), Microsoft Certified Professional, Microsoft Certified Technical Professional and Microsoft Certified Trainer.

Over 14 participants have improved their management skills and abilities to define the project scope, create a workable project plan, and manage within the budget and schedule.





#### Advanced Risk Management Workshop [November 16, 2012]

Managing risk is a major factor in achieving project success; the time invested in identifying and mitigating risks yields higher ROI.

This workshop covered the entire project risk management process from identification of potential root causes and risk areas, assessment of probability and impact, identification of mitigation activities, evaluation of the cost/benefit of mitigation activities and preparation of risk

response/contingency plans.

Using techniques taught in this class, project managers have learned how to significantly reduce project costs, time and surprises while dramatically improving stakeholder satisfaction.





### ASSOCIATION PROMOTION

### ATIC General Assembly 2012

On February 2, 2012, the General Assembly of the National Association of Private ICT Companies brought together ATIC members, relevant representatives of Ministry of ICT, National Regulatory Agency for Electronic Communications and Information Technology, Centre for e-Government, USAID, World Bank, USAID CEED II Project.

ATIC Executive Director presented the projects related to the fiscal policy, legal framework, education and promotion of the country that had been carried out together with the governmental bodies and development partners. It has been noted that the biggest achievements had been the





recognition of the ICT sector as one of the main drivers of national economic development and building a fruitful dialogue with the Government and donor community on the topic of enabling better business environment.

Within the assembly the members elected a new Board: Veaceslav Cunev (Deeplace), Nicolae Godiac (Endava), Iuri Cicibaba (HP), Igor Iasco (Fors Computer), Irina Strajescu (Moldcell), Mihai Andreev (Ultra), Alexandra Matveiciuc (GPG Consulting) and approved the draft of the ATIC Action Plan for 2012.

The assembly has been followed by a networking event held at the Velgar Restaurant.

#### Informal meeting with Mr. Pavel Filip, Minister of ICT

New features of the public-private dialogue in the ICT sphere were explored on March 6 within the framework of an informal event, realized on the initiative and with participation of the representatives of the Association of Private ICT Companies. Guest of honour was Mr. Pavel Filip, the Minister of Information Technology and Communications. This way, ATIC tries to get together the members of ICT Community and important representatives of public authorities in order to establish and develop the dialogue and cooperation between public and private sector, and to consolidate the efforts for reaching common aims.

The meeting took place in an informal atmosphere, propitious for open and constructive discussions and the main subject was the discussion of the most important aspects of ICT industry of the Republic of Moldova. The discussed subjects referred to the current status of the Strategy of ICT sector development, perspectives of IT products and services export growth, new rules regarding fiscal administration in the ICT sector, and the possibility of launching of public-private partnership projects.

During the meeting Mr. Filip emphasized the impact of profiling of a clear and predictable legal framework on the growth of the ICT industry competitiveness and of aggregation of a coherent vision of state on the opportunities this sector can generate. ICT sector is one of the most important sectors of the national economy and public authorities shall



give special priority to this sector in order to meet the relevant objectives, the Minister said.

A highlight of the discussions was the examination of the possibility of launching of some pilot projects in partnership with state enterprises subordinated to MITC and use of new models of collaboration. Participants agreed to continue discussions in the near future.

Participants referred to the imperative of articulating and promoting effective interventions in the field of training qualified ICT specialists and asked the Ministry support in this regard.



Mr. Filip mentioned that the Ministry of Information Technology and Communications will support the efforts for improving the quality and number of ICT specialists and expressed confidence that active participation of ICT community members is particularly important in this context.

The meeting with ITC Minister, conventionally called "A cup of coffee with Pavel Filip, Minister of Information Technology and Communications", was generously hosted by Moldcell Cafe.

#### Best media product about ICT Sector

During May 14 – June 15 the contest "Best Media Product about ICT" has been held. The contest has been organized by the Ministry of ICT in partnership with National Association of Private ICT Companies and had the purpose to motivate and support the local media in order to know more and contribute to a broader popularization of Moldovan ICT products and services. The journalists had been encouraged to launch discussions and analytical materials about the events, developments, achievements of the Moldovan sector of Information and Communication Technology. This is the second edition of the contest with the participation of ATIC as partner.

About 50 works have been presented for the contest: analytical materials, interviews, news, TV and audio coverages, TV shows, blog posts. A jury composed of ICT sector representatives and mass-media experts evaluated the materials according to four basic criteria:

actuality of the theme

ANNUAL REPORT OF ACTIVITIES

- innovative and comprehensive approach
- topic coverage and coherent presentation of the content
- diversity and balance of sources

The results of the jury evaluation have been announced within an Awarding Ceremony held on June 15 at the Ministry of ICT. The winners are: Dina Ivanov, PRIME TV, Marina Cojocaru, Moldova 1, Elena Robu-Popa, Moldova 1, Marina Prodius, Infotag, Benjamin Dasevschi, newspaper "Panorama", Sergei Moiseev, newspaper "Logos-press", Angelina Caldare, Moldova 1, Tatiana Gutu, "Radio Vocea Basarabiei", Ion Toma, allmoldova. com, Cristina Vlach, politik.md, Tatiana Smeshnaya, newspaper "Logos-press", Dmitry Vosimerec, newspaper "Moldova's Army" and the bloggers Isidor Grigoras and Daniela Timofte.

Diplomas and valuable gifts were offered by Pavel Filip, the Minister of ICT and Ana Chirita, ATIC Executive Director. Mr. Filip and Mrs. Chirita thanked the participants for active and dedicated efforts in promoting the Moldovan ICT sector and stressed the important role of mass-



media in translating in an accessible language the mission of the ICT achievements and products for a better life and development.



### ATIC Networking Event

On November 1, ATIC has organized a wine tasting event for ATIC members with fine Mimi wines. Over 25 representatives have participated at the event together with Government, USAID, CEED II Project and Soros representatives.

The guests had the opportunity to socialize in a very pleasant atmosphere and enjoy delicious appetizers and Mimi Premium Wines.





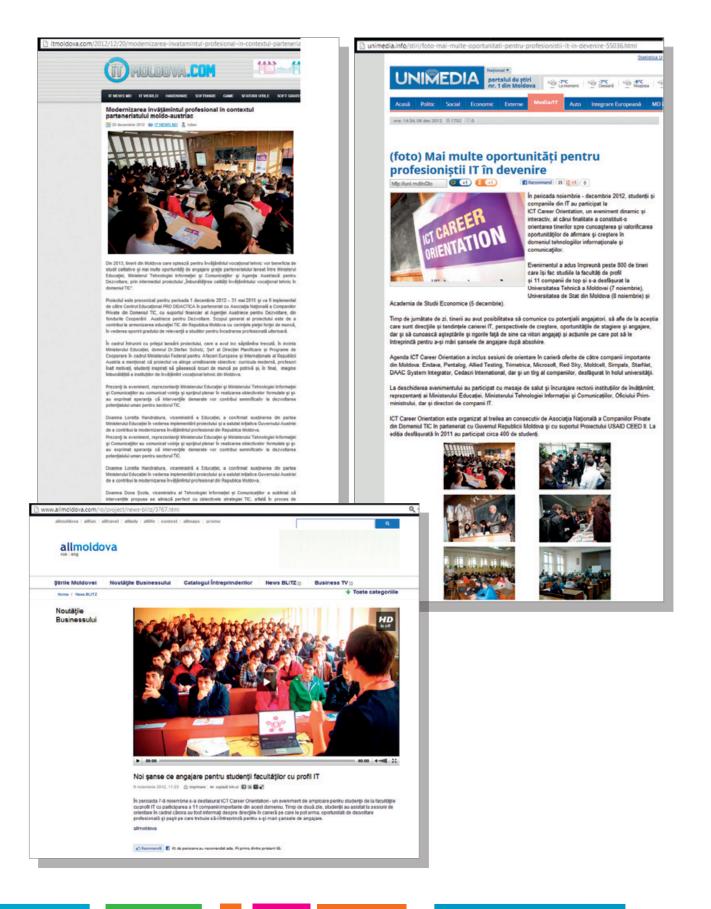
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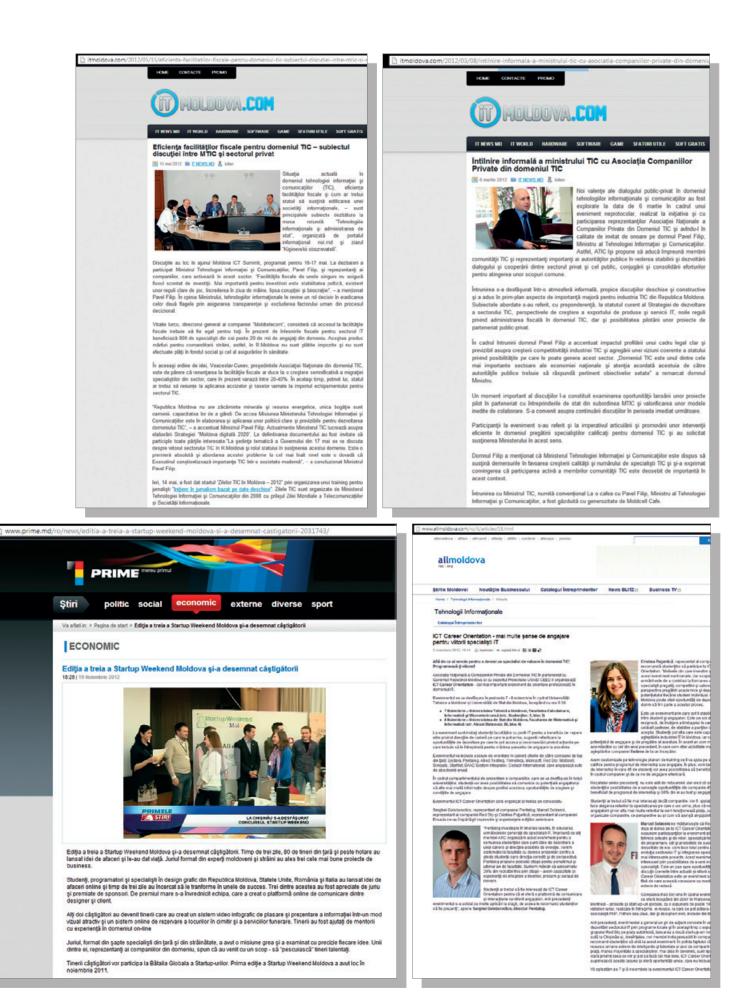
Incomes			
	MDL	EUR	
Balance 01.01.2012	122,645	7,665	
Membership fees	759,733	47,483	
Additional Activities	778,632	48,665	
Total	1,661,010	103,813	
Debts membership fees	284,966	17,810	

Expenses				
	Planned	Spent	Planned	Spent
	MDL	MDL	EUR	EUR
Salaries	870,660	675,537	54,416	42,221
Infrastructure expenses	154,404	120,475	9,650	7,530
Administrative expenses	18,000	25,020	1,125	1,564
Organizational costs	140,000	61,466	8,750	3,842
Additional activities	771,992	771,992	48,250	48,250
Total	1,955,056	1,654,490	122,191	103,406

YEAR 2012

### ATIC IN MEDIA





ANNUAL REPORT YEAF OF ACTIVITIES 2012



#### NATIONAL ASSOCIATION OF PRIVATE ICT COMPANIES FROM MOLDOVA





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Evenimental "ICT Career Orientation" este organizat al trellea an consecutiv, de Asociația Națională a Companitior Private din Doneniul TIC în parteneniat cu Governul Republici Moldeva și cu supertul Preiectului USAD CEED II. La ediță destlișuntă în 2011 au

ANNUAL REPORT

OF ACTIVITIES

#### PUBLIKA.MD $\geq$ 60 Prima paginà / Evenimente / High Tech / Initiativa JCT Career Orientation\* pentru tin lova, Episodul 1 Societate INUNT POLITICĂ Inițiativa "ICT Career Orientation" pentru tinerii din Moldova. Episodul 1 🖶 Cultură High Tech Mulți absolvenți, puțini specialiști IT: "Nu învățăm ceea ce se cere pe piață" tiripozitive.eo Startup Weekend Moldova: Focus pe participanți Startup Weekend Moldova: Focus pe organizatori și mentori 2 Des 50 1 1000 0 200 0 10000 0 Startup Weekend Moldova: filmul evenimentului ASOCIATIA NATIONAL Cronica în imagini a primei zile de Startup Weekend Moldova A COMPANILOR PRIVA DIN DOMENUL TO Un weekend in care tinerii vor munci La Startup Weekend Moldova a "ICT Career Orientation" tinerii din Moldova | VIDEO Episodul 2 Initiativa "ICT Career Orientation" pentru tinerii din Moldova. Episodul 1 lor si p Startup Weekend Moldova pune visele tinerilor în acțiune cé térgui locurilor de ma Tineri din Moldova au posibilitate astăzi și mâine să comunice cu potențialii angajatori în cadrul inițiativei "ICT Career Orientation", ce se Companii de top din Moldova în vezi mai mult » domeniul IT au început astăzi desfășoară la Universitatea Tehnică a Moldovei și la Universitatea de Stat seria sesiunilor de orientare în din Moldova. ut îl angajabili și investițiile pe co mătata de br?, sveține directorul or învete II', Ana Chința. carieră pentru tineri în domeniul Astfel, la prezentarea companilor de top din tară, desfășurată în holul universităților, tinerii pot afla mai multă informație despre profilul acestora, Stil de viață Tehnologiilor Informaționale. oportunitățile de stagiere, condițile de angaiare. Timp IR Wr B de dent mai multă practică, îndiţien prea multă teorie, er încarce mei eleș la un tânde ștudent cere în viteral eprepre nevoie și de un loc de muncă." În debutul evenimentului, tinerii au fost salutați de către acade ianul Ion Turi Bostan, Rectorul Universitätii Tehnice a Moldovei; Dona Scola, Viceministru al Profesore p outpretible spun cli per de a colabora cu angajatorik. Tehnologiilor Informaționale și Comunicațiilor; Tudor Darie, Consilier al Prim-Ministrului pe Politici de Tineret și Tehnologii Informaționale; Inga Afanasieva "La facultate nel deja lucción fuarte bies cu companii care specializate a produc denna cursuri aptonela pantes du Sant cursuri fall platiti. Daola el fi seconar, nel char sen l'apoptete acatente in seve cursuro?", spece decent facul calculatores, informatica yi Hicroelectronicii, lon listimue. nisterul Educatiei: si Veaceslav Cunev, Președinte al Asociației Naționale a meniul TIC. "brientporden all indervenien gi pe calitatea curriculei in domen Avem gi motivele care denuil dintri o bitordane de sottem. Ca anumete perioade do ting trobaie ajustadi la correpte peter mancia", suejare vicemétateut Educater, Caretta Nandristora. le o rientare în carieră oferite de companii prec Testing, Trimetrica, Microsoft, Red Sky, Moldcell, System Integrator, Cedacri International, care Salariul mode al unui angajat din dom de 6.500 de kil. > nți anual ente / High Tech / Initiativa JCT Career Orientation\* pentru linerii din Moldova ( VIDEO. Episodul 2 tion" este organizată de <u>Asociația Națională a</u> eniul TIC în parteneriat cu <u>Guvernul Republici</u> Inițiativa "ICT Career Orientation" pentru tinerii din Moldova | VIDEO. Episodul 2 inctului USAID CEED II. 0 High Tech rie 2012, se va desfășura la Universitatea de al ICT Career Orientation la a treia editi

tea de Matematică și înformatică (str. Alexei pere de la ora 9.30.



-> 54

-> Cultură

Startup Weekend Moldova: filmul

- Cronica în imagini a primei zile de Startup Weekend Moldova
- Un weekend in care tinerii vor munci.
- Inițiativa "ICT Career Orientation" pentru tinerii din Moldova | VIDEO. pentru tine Episodul 2
- > Inițiativa "ICT Career Orientation" pentru tinerii din Moldova. Episodul 1
- Startup Weekend Moldova pune visele tinerilor in actiune

Business

Stil de viață

Vorbire directa

Timp libe

Turism

Sport

#### vezi mai mult »

Inițiativa "ICT Career Orientation" pentru tinerii din Moldova a ajuns joi, 8 noiembrie, la Universitatea de Stat din Moldova, după ce a fost lansată, cu o zi înainte, la Universitatea Tehnică a Moldovei.

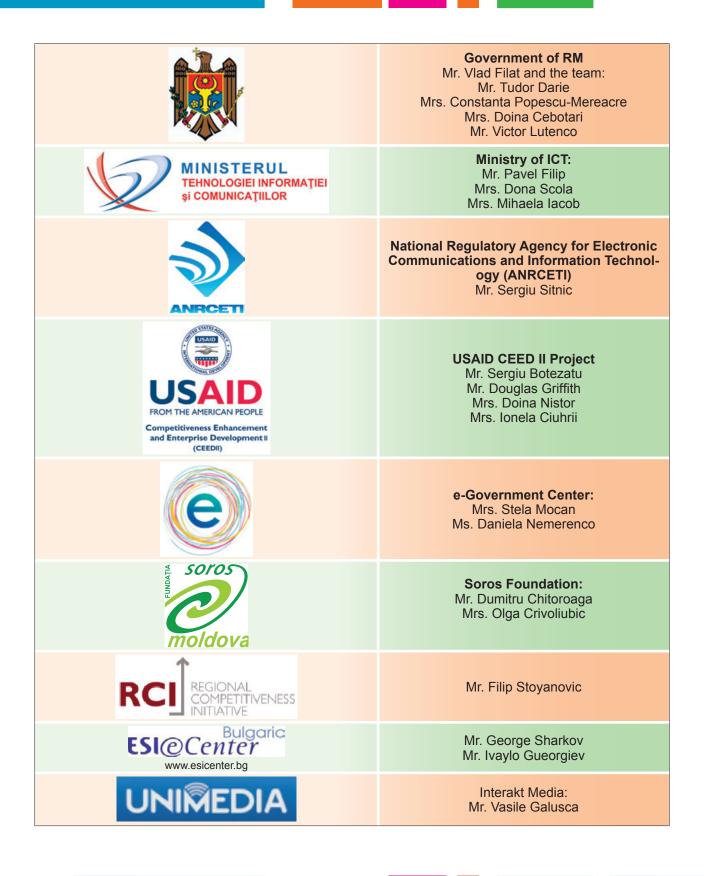
Companii de top din Moldova din domeniul Tehnologiilor Info precum Endava, Pentalog, Allied Testing, Trimetrica, Microsoft, Red Sky, Moldcell, Simpals, StarNet, DAAC System Integrator, Cedacri International, au prezentat în fața studenților de la Universitatea Tehnică a Moldovei și Universitatea de Stat din Moldova oportunitățile de carieră pe care le oferă tinerilor

"ICT Career Orientation" a fost organizată de Asociatia Natională a Companilor Private din Domeniul TTC în parteneriat cu Guvernul Republici Moldova și cu suportul Projectului USAID CEED II și a ajuns la ediția a treia. La editia desfășurată în 2011 au participat circa 400 de studenți.

"Toată viața este un ciclu de învățare non-stop", le spus tinerilor, în debutul actiunii "ICT Career Orientation" din acest an, Viceministrul Tehnologiilor ale și Comunicațiilor, Dona Scola. Informat



### SPECIAL THANKS TO OUR PARTNERS



ANNUAL REPORT

OF ACTIVITIES

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YEAR 2012

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redsky	Red Sky	Software development	Address: 202 Stefan cel Mare Bd, Chisinau, MD-2004, Republic of Moldova Tel: +373 22 593 985 URL: www.red-sky.md
<b>Riscom</b> operator de telecomunicatii	Riscom	Telecom	Address: 22, Puskin str, of. 603 Chisinau, Republic of Moldova Tel.: +373 22 888 008 Fax: +373 22 888 108 Email: office@riscom.net URL: http://www.riscom.net/
simpals all is simple.	Simpals	Online services Animation	Address: 5, Neculce str., Chisinau, Republic of Moldova Tel: +373 22 888 000 Email: info@simpals.md URL: www.simpals.md
Switchsver Carrier Services	Switchover AG	IT&Telecommunication	45, Puskin str. Chisinau, MD 2005, Republic of Moldova Tel: +373 22 781 026 Email: info@switchover.ch URL: www.switchover.ch
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YEAR 2012

## WORKING PLAN 2013

#### **EDUCATION**

#### Strategic goals:

- 1. Increase the number and quality of IT specialists by 200% in 5 years.
- 2. Increase the use of ICT in Education.
- 3. Create premises for employment and internship opportunities.

#### **Interventions in VET Education Sector**

The project purpose is:

To support the qualitative improvement of content and process of ICT professional education in 5 institutions (colleges and vocational schools), thus fostering the improvement of *quality of knowledge and practical skills of the young ICT specialists.* 

The expected results of the project are:

- Expected result 1: Improved, updated curricula for ICT specializations, relevant for market needs developed in beneficiary colleges with involvement of ICT companies' representatives
- Expected result 2: Improved practical skills of IT students updated to labor market demands through enrollment of trained students in private sector
- Expected result 3: Awareness about the possibility to get a Career in ICT at a VET institution raised

#### **Interventions in HE Education (curricula)**

- ER 1.1: Capacity of the workforce in targeted industries increased
- ER 1.2: Capacity of industry service providers and other value chain actors increased
- ER 1.3: Understanding by the public sector of private sector concerns and actions taken to improve conditions for targeted industries increased.

#### ICT Career Campaign (similar to 2012 Campaign)

**Goal:** Promotion of the ICT sector and encouraging young school students to choose a career in ICT

- **Objective 1:** Promotion of the ICT sector as being attractive for the new generations
- **Objective 2:** Information of the young students about the aspects and opportunities of a career in ICT

- **Objective 3:** Motivations and directioning of the youngsters to choose technical studies
- **Objective 4:** Enable the relationship between the private sector and students who look for jobs and internships

#### Master class program

**Goal:** Improvement of the competences/performance of the university students through master class programs

#### **Objectives:**

- **O1:** Increase the visibility of the ICT sector
- **O2:** Contribute to the assimilation practical knowledge through the interaction between the private sector and students

#### **Community building initiatives & company excellence trainings**

**Purpose:** Promote the Moldovan IT industry's profile and image through developing and strengthening the local IT Community

#### **Objectives:**

- Raise the level of co-operation and collaboration amongst the members of the Moldovan IT community
- Facilitate the knowledge and experience share between the ICT professionals

#### Support Excellence Center TUM

- Create inovative learning environments close to the universities for tech students
- Create a mentorship program to develop entrepreneurial ideas
- Support IT startups through community and Networking

#### **Intel Contest**

- O1: Identify and develop creativity for schools students
- **O2:** raise interest among school students for mathematics, physics, informatics, chemistry, biology, technical sciences and ingeneering
- **O3:** implementation of innovative educational technologies.

#### **Intel Teach Program**

#### **Employee and internship database**

Goal: Create a link between the employee market and employers

• **O1:** Ease the access to students database for the ICT companies

- O2: Monitor the competences of the students and discover talents
- **O3:** In the future direct students in their career

#### **TRADE & MARKET DEVELOPMENT**

#### Strategic goals:

- 1. Increase the volume of ICT use and exports.
- 2. Increase the volume of attracted investment into ICT sector by 20% every year.
- 3. Improve the image of the Moldovan ICT sector.

#### **Moldova ICT Summit**

Goal: Raise the image of the Moldovan ICT Sector

- O1: Contribute to the fortification of the public-private dialogue
- **O2:** Market Moldova and the Sector on the international arena

#### B2B portal launch and business plan

Goal: Create a resource of ICT Companies for B2B purposes

- **O1:** Identify existing ICT companies on the market
- **O2:** market the companies outside inside and outside Moldova

#### SMB program

- Goal: Increase sales of ICT of the ATIC member companies
- **O1:** Raise capacity among sales people to promote the ICT products and services
- O2: increase the buying of ICT services and products

#### **Export Training Program**

#### Goal:

Enhance the competitiveness of the ICT sector through export oriented approach to European Countries.

#### **Objectives:**

- 1. Support local companies with knowledge to export to European Countries.
- 2. Orient 10-15 companies (40 specialists) in exporting trainings.
- 3. Assist exporting companies in learning how to find new partners and contracts.

#### IPR campaign

**Goal:** Decrease the % of pirated Software in the Republic of Moldova Objectives:

- 1. Raise awareness about the use of author rights in the IT sector
- 2. Organize an information campaign in the universities about the use of legal software.
- 3. Promotion of the administrator activity in the context of author rights.

#### 2-3 Study tours/B2B missions

**ER 1.1:** Positioning and promotion of products and services from targeted industries in new or existing markets improved;

**ER 1.2:** Access to financing and investment by enterprises in targeted industries increased;

#### **Entrepreneurship support initiatives (Startup Weekend)**

ER 1.1: Capacity of the workforce in targeted industries increased;

**ER 1.2:** Quality of products and services produced by enterprises in targeted industries improved; and

**ER 1.3:** Access to financing and investment by enterprises in targeted industries increased.

#### **Promotion of Access to Finance Mechanisms**

Background:

- ICT sector would be starting point for A2F structures (here mainly business angels and seed investors) in Moldova;
- Event should discuss concrete *Draft Strategy* (rather than general brainstorming) and initiate private investors' network in Moldova;
- *Draft Strategy* should include international good practice and potentials (awareness component), situation analysis of potentials and barriers (for A2F) in Moldova, and a draft strategic plan and road map for an A2F initiative in Moldova;
- Event should bring together A2F practioneers from the Eastern European and Central Asian region (angel networks from Russia, Belarus, Serbia) with stakeholders from Moldova could be the starting point for A2F community in Moldova;
- Event could be linked to ICT Summit in April.

#### Trainings

Goal: Assist companies with quality trainings in 2-3 areas

Tax and Legal

Strategic interventions:

- 1. Improve the business environment for ICT sector.
- 2. Create premises for development of the ICT sector.

#### Initiation of modification of customs procedures

- Goal: Realize an analysis on import/export procedures
- O1: improve the importing/ exporting environment
- O2: enable the ease of doing business

#### **Continuous dialogue with Fiscal Inspectorate**

Goal: Improve the fiscal business environment

- O1: Enable the dialogue between the private ICT sector and fiscal inspectorate
- O2: Contribute to the development and approval of social packages

#### Advocacy and Lobby for Public Acquisitions

### Advocacy and Lobby for Better Business Environment (Social packages for employees)

#### Legal Pocket Guide Presentation/update

- Goal: Create a product to inform the ICT business about the changes in legislation
- O1: Inform about updates and adjustments of the ICT sector
- O2: Contribute to the good business environment of the ICT sector

#### **Strategic Development of the Association**

#### **Round table Donor Meeting**

- Goal: Correlate ICT development agendas
- O1: Inform about ICT priorities
- O2: Define development partnerships

#### White Book Presentation

- Goal: Present the vision of the ICT sector
- O1: Enable the private-public dialogue
- O2: Lobby and advocacy for better business environment

#### Participation at ICT Development Agency creation

- Goal: Increase the share of ICT Sector
- O1: Monitor the implementation of the ICT agenda
- O2: Contribute to the development of the ICT sector

#### GENERAL **Strategic goals:**

- 1. Increase the number of members.
- 2. Increase the number and improve the quality of services offered to ATIC members.
- 3. Activities:
- General Assembly
- Quarter ICT networking events
- Monthly newsletters
- Recruitement of new members
- Marketing activities



NATIONAL ASSOCIATION OF PRIVATE ICT COMPANIES FROM MOLDOVA

