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Competitiveness Enhancement and
Enterprise Development (CEED)

ICT Training and Certification in Moldova: achievements and plans

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**Moldova Competitiveness Enhancement and
Enterprise Development (CEED) Project**

7-8 October, 2009

Sofia, Bulgaria

RCI workshop

Building a Sustainable Regional ICT Training
and Certification Network

ABOUT CEED

CEED is one of several projects in USAID/Moldova's portfolio that supports economic growth in the country

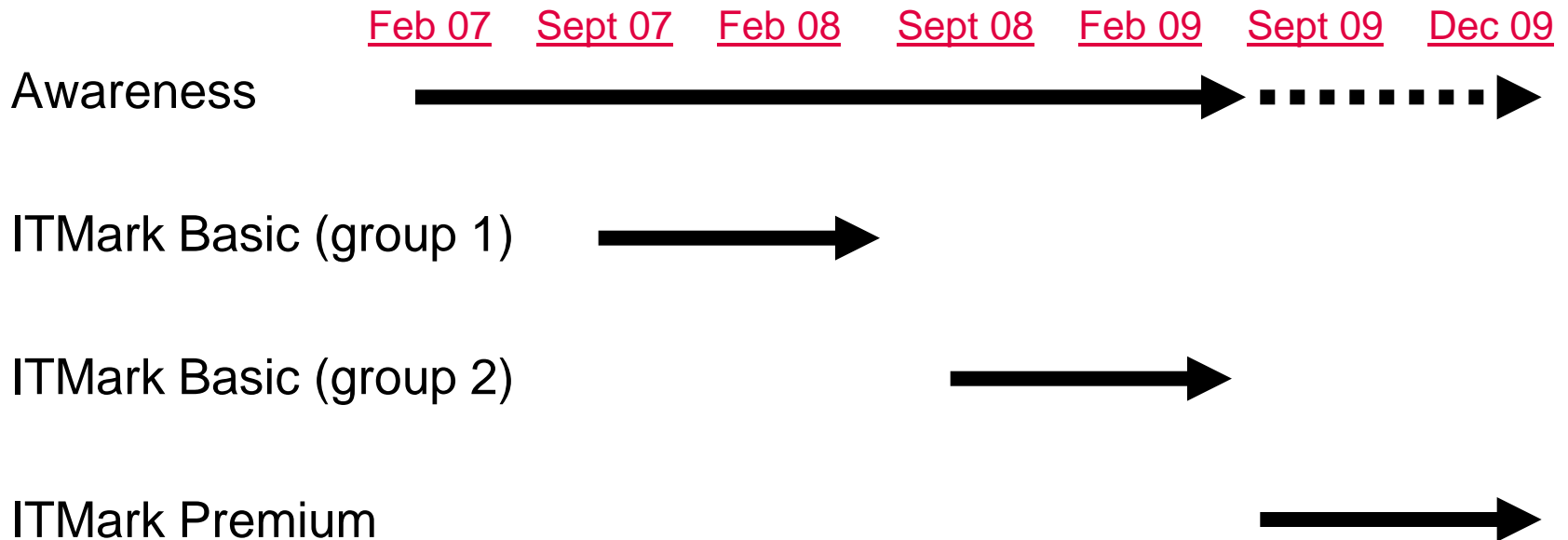
Contract for **5 years** (2005-2010) with a **\$7.9 million** ceiling price

Competitiveness project that works in three target industries: **ICT, apparel/textile**, and **wine**. Also a trade finance component.

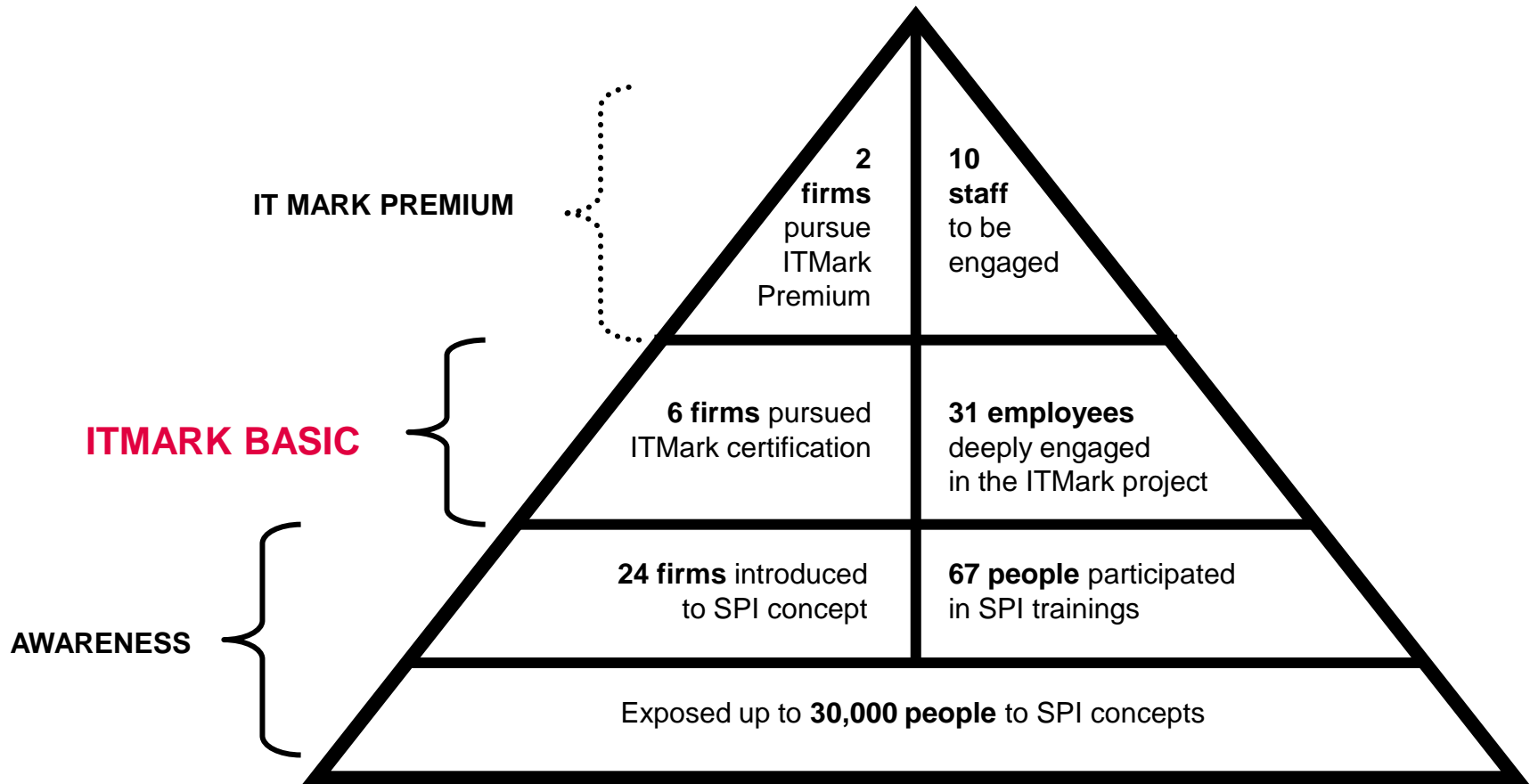
Implemented by **Chemonics International** in partnership with Crimson Capital Corporation and Dexis Consulting Group

CEED-RCI COLLABORATION

Since February 2007, working through **ESI Centre Bulgaria (ESIBG)**, CEED and RCI have supported a **software process improvement (SPI)** initiative in Moldova through several stages:



ACCOMPLISHMENT TO-DATE



ADDITIONAL ACCOMPLISHMENTS

Started a **change in mindset** within the Moldovan IT industry – a focus on quality and company excellence

Introduced participants and sectors stakeholders at all levels to **regional and international ICT perspectives** and gave the industry a better understanding of their neighbors' maturity

Accelerated “association” efforts: all firms are members of the new *Moldovan Association of Private ICT Companies*, with one company's CEO holding the Chairman's post

EDUCATIONAL INTERVENTIONS

Cisco Networking Academies network developed

To respond to labour skills challenges faced by the ICT sector, in 2008 and 2009 CEED supported expansion of the Cisco NetAcad Network in Moldova by helping set up three new local academies and introduce ITE courses in lyceums.

Microsoft IT Academy launched

Since 2008, CEED has been supporting the introduction of Moldova's first Microsoft IT Academy, at the Advanced Level, as a means to stimulate knowledge and education, adjusted to business needs, particularly among IT graduates in the country.

EDUCATIONAL INTERVENTIONS: ACHIEVEMENTS

- Established **4 Cisco local academies** teaching CCNA courses and 3 high schools offering ITE classes
- Increasing the number of students involved in Cisco trainings by **220%**, bringing the total to 350
- Helped to open Moldova's **first Microsoft IT Academy** at the Academy of Economic Studies involving 50 students
- Overall enrollment in CEED-supported Academies reached over **150 students**
- Organized **2 consecutive ICT Career Fairs** in 2008 and 2009 during the ComInfo Exposition and developed companion hardcopy and online brochures

FUTURE PERSPECTIVES FOR IT EXCELLENCE DEVELOPMENT

Market drivers

- New government committed to sector growth
- Businesses are receptive to in-country training and consultancy
- ICT Association is active in sector development
- Language and cultural affinity and geographical proximity to other markets, e.g. Ukraine and Romania

Potential partners

- ICT Association
- Some local consultants and trainers are potentially interested

FUTURE PERSPECTIVES FOR IT EXCELLENCE DEVELOPMENT

Leverage of donor funding

CEED

coordination of efforts, oversight of the initiative, market awareness, cost-share training

EBRD BAS

cost-share costs with 2 firms for IT Mark certification and some trainings

UNDP E-Governance Project

TBD

Thank you!

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MORE ABOUT COLLABORATION

CEED and ESIBG, supported by RCI, **raised awareness for SPI** in general and ITMark in particular with a goal of identifying 3-5 firms wishing to pursue **ITMark certification** and willing to cost-share.

Many firms expressed interest in CMMI, so the **3-day SEI certificate course, Introduction to CMMI**, is was added to the project, but a minimum 10 participants were required.

Firms pursuing ITMark and individuals (or their employers) attending the CMMI course signed **contracts with ESIBG** covering an **est. 25% of the total SPI program cost**.

Through agreements with ESIBG, USAID's **CEED and RCI projects financed the difference**, covering an est. 42% and 32% of the budget respectively.

ABOUT THE PROGRAM

Software companies were identified early as project clients due to their potential for growth in export and domestic markets

Yet this **potential is constrained** because Moldovan IT firms are often small (10-50 pers), operate with few defined processes, lack a common reference point to aid communicate with clients, and often have work force constraints, i.e. cannot hire enough skilled people.

IT Mark seemed like a possible solution to many of these problems when presented by RCI/ESIBG.

After a period of awareness building and project development, RCI-CEED launched a project for **CMMI training & ITMark certification.**

ABOUT THE PARTICIPATING COMPANIES



e-Government solutions on
.NET platforms

www.alfa-xp.com



Internet Management & Solutions Provider

Software for banks and
government institutions, &
info security solutions

www.deeplace.md



Management and accounting
in financial organizations; e-
payments; business
management via Internet

www.qsystems.md



IT services and business
solutions, focusing on the
banking and financial
services, telecom, media
and prof. services sectors

www.endava.com



Solutions for banks and
financial institutions

www.flt.com



Web-based solutions and
software for banks

www.netinfo-moldova.com

ABOUT THE BENEFITS TO IT FIRMS

Internal Business Processes benefits

Internal processes improved leading to greater project predictability

Product quality increased resulting in fewer errors, client complaints

Productivity, efficiency, and ability to respond to clients improved

Customer benefits

Client satisfaction, confidence increased once processes are in place

Credibility on tenders increased

Learning & Growth benefits

Staff capacity improved

Staff satisfaction increased due to orderly processes and workflow

Owners' confidence in employees increased

More time for strategic issues and business development

Financial benefits

Business capacity increased, allowing the firm to take on more work

Profitability increased as development costs decreased