**APPENDIX 4**

**CONCEPT OF INTRANET SYSTEM OF OMBUDSPERSON’S OFFICE OF THE REPUBLIC OF MOLDOVA**

**1. INTRODUCTION**

The People’s Advocate (hereinafter- Ombudsperson) ensures the protection of all human rights and freedoms by the public authorities, by the organisations and companies, no matter of the type of property and the legal organisational form, by the non-commercial organisations and by decision-makers at all levels. The Ombudsperson contributes to the protection of the human rights and freedoms through the prevention of their violation; monitoring and reporting on the modality of protection of the fundamental human rights and freedoms at the national level; improvement of the legislation related to the human rights and freedoms; international collaboration in this area, and through the promotion of the human rights and freedoms and their protection mechanisms. The protection of individuals from torture and other punishment or cruel, non-human or degrading treatment is ensured by the Council for the Prevention of Torture, created besides the People’s Advocate Office (hereinafter – the Ombudsperson’s Office) as a National Mechanism for the Prevention of Torture (hereinafter – the NPM).

In this context, one of the main duties of the Ombudsperson, while carrying out his/her mandate, is to receive and review the complaints on the violation of human rights and freedoms from different categories of natural and legal persons. During the last years a growth in the number of complaints has been registered. Under these conditions, the implementation of an automated system of documents’ registration, management and processing for the Ombudsperson’s Office and the NPM is absolutely necessary to ensure prompt and quality work.

In this regard it is envisaged to develop and introduce an intranet system for the Ombudspersons’ Office and the NPM. The system to be implemented aims at the creation of an environment of collaboration and documents’ exchange inside the Ombudsperson’s Office and NPM and also at uniting all subdivisions and their representatives into a unique informational system, regardless of their geographical situation. The implementation of such a system would lead to the improvement of the processes of work within the organization, would open the extended possibilities over the skills of information analysis and reference, the control over the documents’ flows.

Important criteria to consider in the Intranet System (hereinafter - IS) implementation is that the IS is a private network intended to be accessible only to the organization's staff, thus the final product should fulfill the end users expectations and to provide an ‘easy to use’ user interface.

**2. GENERAL PROVISIONS**

Full name: *Intranet System of the People’s Advocate Office (the Ombudsperson’s Office)*

Short name: *IS of the Ombudsperson’s Office or IS*

Institution name: *People’s Advocate Office (the Ombudsperson’s Office) (hereinafter - the Ombudsperson’s Office).*

The concept’s aim is to contribute to the implementation of the Intranet System of the Ombudsperson’s Office and the NPM, as a part of the infrastructure, drafted according to the legislation in force and the international practice in the domain of informational technologies.

**3. AIM AND OBJECTIVES OF THE INTRANET SYSTEM**

**The aim of the IS consists** in implementing a modern solution of collaboration and management of workflows and documents to offer a more qualitative public service and make the process of decision-making more transparent. The IS stimulates the use of information and communications technologies (hereinafter - ICT) for the exercise of a more efficient and transparent performance.

**System’s definition**

The Intranet System represents a private informational system used within the organization, which has as definition the totality of information storage and organization procedures, definition and management of workflows, measures of storage and use of the information meant to contribute to the fulfillment of the Ombudsperson’s Office and NPM objectives.

**3.1. INTRANET SYSTEM’S DESCRIPTION**

The Intranet System of the Ombudsperson’s Office will be an informational system that will assure a unique point of access to the informational resources, applications and services within the organization. It must offer equal possibilities and similar conditions of work for all branches of the Ombudsperson’s Office in the territories. The Intranet system must become a unique environment for collaboration aiming at collecting, structuring and processing the information coming from external sources of the system as well as within it (as internal sources we may mention: internal guidebooks, informative handouts of internal circulation, minutes of internal sessions, etc). The access to all informational objects within the system must be a secured one with clear delimitation of the roles and access rights.

Implementation of the Intranet System for the Ombudsperson’s Office and the NPM should meet the following objectives:

* Enhance communication and reduce the effective time to answer to interpellation: integrate the system with email management engine and build an effective automated notification sender.
* Introduce a reliable and efficient management system for the dossiers of investigation powered by flexible and predefined workflow procedures in order to ensure fast documents delivery to recipients and deadline monitoring.
* Improve the processes of work within the organization: introduce the concept of tasks management.
* Increase the transparency of decision making through monitoring of tasks’ fulfillment, saving the history of actions done and storing all documents in one place.
* Make organisation a unique structure: introduce templates for internal documents and clear description of the internal processes available to everyone in the system.
* Make organisation reliable and efficient: give internal visibility to every process and offer statistical reports.
* Reduce the risk of processes to fail caused by the lack of information from decision maker’s part.
* Implement a secure and protected collaboration environment within the Ombudsperson’s Office and NPM which would include not only the subdivisions of the central office but also the branches in the territory.
* Ensure clear and unique structuring according to the hierarchy defined by the Ombudsperson Office’s employees.
* Ensure the formation of a data repository for the storage of documents executed within the Ombudsperson’s Office as well as the documents borrowed from external systems.
* Homogenise the information, messages and actions in the central office and the branches in the territory.
* Offer authentic, true, up-to-date and consistent information to all involved actors.
* Ensure guaranteed rapid access to the data and information regardless of the location according to the access rights and pre-defined roles.
* Reduce costs, increase quality and diversity of communication means.
* Ensure the fulfillment of an advanced and easy to use mechanism for information searching according to different criteria and keywords.

**IS Principles**

The fundamental principles according to which the Intranet System of the Ombudsperson’s Office and the NPM will be implemented are as follow:

* ***Legitimacy Principle*** – the functions and operations in the system fulfilled by its users are of legal character, according to the human rights and the national legislation.
* ***Authenticity Principle*** – the data stored and presented by the system are authentic. Their authenticity is certified by the existence of a record regarding their creation, as well as a digital signatures applied on these electronic documents. The electronic documents’ authenticity also assures the non- repudiation of the data.
* ***Identification Principle*** – the informational packages are given a classification code at a system level by which the univocal identification and their referencing is possible.
* ***System audit principle*** – the system registers the information about the changes taking place, to make the reconstruction of a document’s history possible or its condition at a previous stage.
* ***Software platform independence principle*** – the system may be built based on the modules elaborated by command or based on the existing software products. The concept does not limit the approach of the system’s development, as long as the identified needs are satisfied and a greater value for the offered price is granted.
* ***Accessibility and integrability principle*** – even if it offers multiple functionalities, the system is built as an integral element, used by the users through a unique interface. Moreover, the principle implies the fact that the system’s expansion and development will be made by protocols and points of connection projected from the beginning.
* ***User-oriented principle (usability)*** – structure, content, means of access and navigation are focused towards the system’s user.
* ***Extensibility principle*** – the system’s components offer facilities of adjusting and extending existing functionalities for the conformation with Ombudsperson’s Office needs in a continuous change.
* ***Security principle*** – protection of the information integrity, accessibility and confidentiality.

**4. TERMINOLOGY**

**Antivirus** – a program package protecting the operational software from attacks.

**Domain** – a logic group of computers using the same central data director. This central database includes users’ accounts and security information for the resources of this domain. Each person using computers that are part of a domain, receive accounts of unique user names. This account may be granted access rights to the resources in this domain.

**E-mail** – one of the most frequently used Internet services. It emulates the mail service, when the persons can send messages to the recipient’s address.

**Workflow** - definition, execution and automation of business processes in the event when the tasks, information or documents are transmitted from a participant to the other for an action, according to a set of procedural norms. The organizations use workflows for the coordination of tasks between people and synchronization of data between the systems.

**Internet** – global network.

**PKI** - Public Key Infrastructure – offers to the users a public network without basic security means such as the Internet to assure the security and private exchange of data using private and public cryptographic key pairs, obtained and transmitted by a trustworthy authority. PKI offers digital certificates that can identify a person or organization and directory services that can storage, if necessary, and revoke certificates.

**LAN** - Local Area Network – part of the physical and technological infrastructure assuring the inter-connectivity of informatics systems in adjacent places (a building or store). The defining characteristics of this type of networks include big rates of data transfer, smaller geographic locations and is based on the property upon the network infrastructure (in comparison to those rented from third parties).

**Documents’ management** – a practice used to capture, manage, storage, maintain, deliver and destroy the “documents” within an enterprise. In this respect, the notion of “documents” may be used to describe a large amount of informational assets, including images, textual documents, graphics and drawings, as well as new electronic objects, such as web pages, e-mails, instant messages or video files.

**Records’ management** – the practice to manage the records of an organization from the moment when these are created until their eventual destruction. These include the classification, storage, security, as well as the destruction or keeping of records in the archive.

**Tasks’ management** – the process of a task management (or a task portfolio) during its whole life cycle, including its planning, testing, control and reporting. The efficient management of the tasks presupposes the management of all aspects connected to an activity, including its status, priority, time, necessary human and financial resources, recurrence, compulsory notifications etc.

**Audit reports** – records about the actions undertaken within the software system.

**Secured network** – a network that guarantees the confidentiality and security of communications.

**Internet services** - the totality of services available on the Internet.

**Single Sign On** – a service offering to the internal and external users of the system access rights to the services, based on their credentials in the domain of origin, under the conditions when the domain of origin and the host domain are in relationships of trust.

**Infrastructure security system** – the security services conceived to assure the system’s hardware and software integrity and availability. This includes the automated updating of the software, the distance management and setting up, antivirus, firewall, etc.

**ICT** – Information and Communications Technologies.

**WAN** - Wide Area Network – a network covering a big area (such as, the networks with connection exceeding the towns, regions, or countries’ frontiers).

**Web** - World Wide Web – represents a big hypertext interconnected set of documents, accessed through the Internet. At present, this term is almost a synonym of the Internet, since the users find it very use to use and access.

**5. LEGAL-NORMATIVE SPACE OF SYSTEM’S PERFORMANCE**

The Ombudsperson’s Office of the Republic of Moldova is organized and functions according to Law No. 52 as of 03.04.2014 on the People’s Advocate (Ombudsman) and Law Nr. 164 as of 31.07.2015 on the approval of the Regulation on the Ombudsperson’s Office organization and functioning.

The Ombudsperson’s Office acts according to the Constitution and laws of the Republic of Moldova, the Parliament’s, Government’s decisions, international agreements and treaties of which the Republic of Moldova is part, other normative acts and internal guidelines.

The Intranet System of the Ombudsperson’s Office and the NPM is guided by the same legal- normative framework and conforms to the laws and regulations in the sphere of informatics systems’ development and the software products lifecycle.

Especially, the process guiding the elaboration of concepts is defined by the technical regulations "Software Lifecycle Processes" RT 38370656 - 002:2006 elaborated by the Ministry of Informational Development.

The decisions and available space of solutions are modelled by the connective normative acts of the Republic of Moldova, as well as the international standards and practices in the domain.

**5.1. LEGAL-NORMATIVE SPACE OF THE REPUBLIC OF MOLDOVA**

The normative acts of the Republic of Moldova that are in direct relation with the processes within the Ombudsperson’s Office and regulate the organization of informational systems and technical documentation are specified below:

- Constitution of the Republic of Moldova,

- Law No. 52 as of 03.04.2014 on the People’s Advocate (Ombudsman),

- Law "on Public Offices and Status of Public Officers" Nr. 158 of 04.07.2008,

- Law on petitioning nr.190 of 19.07.1994,

- Law Nr. 164 as of 31.07.2015 on the approval of the Regulation on the Ombudsperson’s Office organization and functioning,

- Law on access to information Nr. 982-XIV of 11.05.2000,

- Law on informatics Nr. 1069-XIV of 22.06.2000,

- Law on state informational support and informational resources Nr. 467-XV of 21.11.2003,

- Law on personal data protection Nr. 133 of 08.07.2011,

- Government’s Decision on special telecommunication systems of the Republic of Moldova Nr. 735 of 11.06.2002,

- Government’s decision on the creation of the telecommunication system of public administration authorities Nr. 256 of 09.03.2005,

- Government’s decision on the approval of the Regulations regarding the electronic mail system of the public administration authorities Nr. 969 of 23.08.2007,

- Government’s decision on the approval of the Concept of the Integrated System of Electronic Documents’ Circulation Nr. 844 of 26.07.2007,

- Government’s decision on the measures for the creation of an automated informational system "State Register of Lawful Entities " Nr. 272 of 06.03.2002,

- Government’s decision on the approval of the Concept on automated informational system "Population’s State Register" and the Regulations of the Population’s State Register Nr. 333 of 18.03.2002.

**5.2. LEGAL-NORMATIVE SPACE AND INTERNATIONAL PRACTICES**

Besides the local normative grounds, the concept is based on the international researches, practices, guides, inter-operability criteria, model solutions and requirements etc. The list below includes references used by the authors when elaborating the concept:

***Legal Framework***

- Universal Declaration of Human Rights of 10.12.1948

- Convention for the Protection of Human Rights and Fundamental Freedoms of 4.11.1950

- Optional Protocol to the Convention against Torture and other cruel, inhuman or degrading treatments or punishments, adopted on December 18, 2002 in New York

***Electronic Information:***

- Guide of successful practices in using electronic information, DLM Forum,

http://dlmforum.typepad.com/gdlines.pdf

***Documents’/Records’ Management System:***

- MoReq2 - Model Requirements Specification for the Management of Electronic Records, http://www.moreq2.eu/

- DoD 5015.02-STD RMA Design Criteria Standard by US Department of Defence,

http://jitc.fhu.disa.mil/recmgt/standards.html

**6. SYSTEM FUNCTIONAL SPACE**

**6.1. BASIC FUNCTIONS OF THE OMBUDSPERSON’S OFFICE**

The People’s Advocate (Ombudsman) (hereinafter – the People’s Advocate) ensures the protection of all human rights and freedoms by the public authorities, by the organizations and companies, no matter of the type of property and the legal organizational form, by the non-commercial organizations and by decision-makers at all levels. The People’s Advocate contributes to the protection of human rights and freedoms through the prevention of their violation; monitoring and reporting on the modality of protection of the fundamental human rights and freedoms at the national level; improvement of the legislation related to the human rights and freedoms; international collaboration in this area, and through the promotion of the human rights and freedoms and their protection mechanisms through the application of the procedures provided by the present Law.

In order to protect individuals from torture and other punishment or cruel, non-human or degrading treatment, the Council for the Prevention of Torture is created beside the People’s Advocate Office as a national mechanism for the prevention of torture, in conformity with the Optional Protocol of the Convention Against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment.

**6.2. BASIC FUNCTIONS OF THE IS OF THE OMBUDSPERSON’S OFFICE AND NPM**

The Intranet System of the Ombudsperson’s Office and NPM must fulfill, besides the functions determined by the objectives, and aims of this Concept, the basic functions of the type of informational system, established in the Government’s Decision Nr.844 of 26.07.2007 ”on the approval of the Concept of the Integrated System of Electronic Documents’ Circulation”, as follows:

* Formation of a data repository necessary for the Ombudsperson’s Office and NPM activity. These include the functions of data insertion, updating and radiation. These functions are fulfilled within the everyday activity of the employees of the Ombudsperson’s Office and their branches in the territories, as well as during the exchange of information with other external systems.;
* Organization of the informational assurance in the data repository;
* Assurance of the authenticity at all stages of collection, storage and presentation;
* Assurance of data protection and their security at all stages of collecting, preserving, processing and using the state informational resources;
* Assuring the competent public authorities and the people with relevant information;
* Assuring the workflows and mechanisms for the control of their fulfilment;
* Assuring a unique medium of information and communication, as well as unique culture of organization.

Besides the basic functions, the Intranet System of the Ombudsperson’s Office and the NPM will assure the fulfillment of certain auxiliary functions referring to its good performance:

* Maintaining, updating and developing the infrastructure;
* Providing support and assistance in operating the Intranet System components;
* Carrying out the audit and inspection of activities;
* Keeping the history of modifications and activities;
* Collecting the statistics and reporting;
* Working in common on draft documents including their creation and management;
* Ensuring strict evidence of the records (finished documents);
* Organizing the individual and group activities and agenda of work;
* Assuring access according to individual and group permissions.

**7. SYSTEM ORGANIZATIONAL STRUCTURE**

Basic functions, referring to the maintenance of the exploitation and possession of the Intranet System are attributed to the Ombudsperson’s Office and the NPM. The current section makes a presentation of the basic functions connected to creation, component, functionality, exploitation of the Intranet System that fall under the Ombudsperson’s Office and its subdivisions.

|  |  |
| --- | --- |
| **Role** | **In charge** |
| Owner of the informational resources | **Ombudsperson’s Office**To assure the information integrity, the Ombudsperson’s Office will transfer the reserve copies of the databases and storages to preserve other organizations that have expertise and facilities guaranteeing the preserving of the optimal conditions of data supports. |
| System holder | **Ombudsperson’s Office** |
| Intranet System’s hosting | **Ombudsperson’s Office**The elements of the Intranet System’s informational infrastructure, such as the database servers, application servers as well as their support components are placed in the building of the companies offering specialized support services (Hosting Services). The connection with the Intranet System servers will be made by a broadband internet connection (optical fibre or ADSL connection). |
| Elevated access rights | **Ombudsperson’s Office management**The Ombudsperson’s Office management received from time to time from the Intranet System’s Administrator the lists of the persons with elevated access rights and issues decisions regarding the including and excluding of persons form these lists. |
| System’s registrars | **Ombudsperson’s Office staff**The Ombudsperson’s Office staff is authorized to register and modify information in the Intranet System. |
| System users | **Ombudsperson’s Office staff, NMPT’s staff**The Intranet System Administrator, based on the decisions of the persons in charge, assures the users’ registration, radiation as well as granting the IS user rights |
| IS administration, monitoring and maintenance | **Ombudsperson’s Office**The Ombudsperson’s Office will delegate the functions of the Intranet System’s administration, monitoring and maintenance to a Ombudsperson’s Office staff specialized in the information systems. |

**8. SYSTEM’S DOCUMENTS**

**8.1. INFORMATIONAL OBJECTS**

The informational model of the automated system of the secretariat works must include the following informational objects:

* Electronic document – the information in electronic form, created, structured, processed, kept and transmitted via computer, or other electronic kits or technical or program means;
* Document on paper mount;
* Electronic image of the document on paper mount – fulfilled by optical scanning, detection or collecting of the document’s text in a documents’ editor;
* Paper copy of the electronic document– the copy printed on paper and authorized in dull legal manner and that contains the remark that it is a copy of an electronic document;
* Classifiers and guides – these constitute the normative-informative information about the system, which is meant for the centralized use by the users, the exploitation staff and the information security staff when executing their functions.

**8.2. INCOMING AND OUTGOING DOCUMENTS**

At present, the Ombudsperson’s Office and the NPM use a series of incoming-outgoing documents that are regulated by the Law of petitions and other internal normative acts regulating the working procedures within the organization.

According to the art. 4 of the Law on petitioning Nr.190 of 19.07.1994, the term of petitions means ”any application, claim, proposal, intimation, addressed to the resort organs, including the prior application by which an administrative act is contested or the non-solving of an application in the term established by law”.

According to the internal instructions regarding the examination of petitions and audiences as primary documents there may be:

* The application for the addressing to the Ombudsperson’s Office
* A form to submit petitions
* Electronic audience file
* Complete audience file on paper
* The file of recording telephone appeals (green line)
* Electronic file of submitting a petition or appeal to the Ombudsperson’s Office

As system’s outgoing documents there may be considered:

* The Ombudsperson’s Office decision upon the case
* The answer to the petitions sent to the applicant
* Informative note regarding the case and the legislative sphere to be examined
* A request for the sanctioning of persons with positions of responsibility that committed violations, that generated the considerable breaching of the human rights and freedoms
* Cover letter to remit cases for examination by competence according to the art. 20 clause 1 letter „c” in the Law of parliamentary lawyers
* Letters and appeals to other external organizations;
* Any type of information sent at request to other organizations outside the Intranet system.

The annexes to the primary documents may be considered technological documents, and namely:

* Documents confirming the violation of human rights
* Documents confirming the person’s identity
* Experts’ notice and conclusions
* The act of conciliation when the case is solved with the agreement of both parties, signed in the presence of the parliamentary lawyer

Internal informational objects:

* Informative notes regarding the results of the work with petitions on different periods of time
* Statistical reports
* Reports of the parliamentary lawyer in the plenum sessions of the Parliament
* The record card (journal) of the transmission of the petition for examination from a subdivision to another within the Ombudsperson’s Office.

**8.3. DOCUMENTS’ AND RECORDS’ LIFECYCLE**

The electronic documents’ and records’ lifecycle is guided by the Law Nr. 91 „on the electronic document and digital signature” of 29.05.2014 as well as the international standards of specialty ISO 9001.

According to the standards of specialty an electronic document has the following characteristics, which makes it different from a record:

* It is in a continuous cycle of work, which means that the document can be edited by several users;
* It has a history of versions, it is adapted as a result of the changes coming from outside, it is edited by persons participating in its development and revision;
* It is published in defined places, known to all user with full access rights;
* It is authenticated correspondingly.

The record is the final condition of a document attesting a documented activity that has taken place, or which represents a condition in a certain moment of time and that cannot be changed (reports, informative notices, etc), or is a result of the definition of a document’s version as „final”.

All document and records undergo several conditions in their lifecycle:

* Active document – when the document undergoes a range of modifications and edit by the authorized persons;
* Record – the moment when the document becomes „final” and now activities of its editing are expected; These documents are accepted as final and authorized, thus becoming records,
* Archived documents – when the documents are no longer used in the everyday activity, these are archived according to the legislation in force.

These stages in a document’s lifecycle make a distinction between active documents, records and archived documents. The following sections present the differences while managing the documents during different stages of their lifecycle.

***Active Documents***

The active documents are those documents that are in process of work, such as electronic messages from the account of an employee, a newly-created report or analysis at someone’s work position, a document from a library of documents or the company’s web pages. The documents will be modified in time, will be copied and distributed throughout the organization in a regular process of work.

The active documents may be declared to be records from the moment when these serve as a proof of an activity or transaction. Some of the active documents will never become records.

At a certain stage in a document’s lifecycle this stops to be active. If this document becomes a record, it must be saved and kept for a period of retention.

***Records***

The records may be documents or other physical or electronic entities within the organization that serve as proof of the activities or transactions carried out by the organization. These must be kept for a period of time to be consulted when necessary, for example, for regulating or legal reasons.

When an active document is declared to be a record, this can be moved or copied to a protected locations, such as a physical safe or a repository of electronic records, and a period of retention is assigned to it that specifies the period of keeping the record within the organization.

***Archived Documents***

These are inactive documents, which are not records (or because these need no period of retention or because these have never been classified as records). The archived documents will be kept by the company for non-legal reasons such as keeping them for the history.

**9. SYSTEM’S INFORMATIONAL SPACE**

**9.1. REVIEW**

The Ombudsperson’s Office and the National Mechanism for the Prevention of Torture of the Republic of Moldova has been created as an independent public authority, which should assure the guaranteeing of the observance of fundamental human rights and freedoms. In its process of work, the organization interacts with a range of institutions of the public authorities of the Republic of Moldova, international bodies, natural and legal persons. The collecting and synthesis of the information, the registration of Ombudsperson’s Office appeals, the execution of documents and communication is fulfilled by different means of information exchange, such as direct dialogues, public relations, press handouts, non-formal meetings, briefings, telephone discussions and other verbal and non-verbal means. Nevertheless, the main means of communication is the written one, which may have different forms such as notes, leaflets, strategies, policies, reports, analyses, legislative initiatives etc. This diapason of forms may be

presented on an amount from several written by hand to hundreds of pages of analyses.

Since a big amount of information is involved, it is inevitable to lay this processing power on the informational system, which in our case is the Intranet System of the Ombudsperson’s Office and the NPM, which will offer support to the staff of all levels so that this can carry out their tasks, including the elaboration and creation of documents of different dimensions, the exchanges, monitoring, capturing and transformation of records, the extended control on the workflows’ progress, the assessment and decision-making regarding the current priorities, the tasks management and reporting skills. This whole range of activities may be adjusted by automating the process of documents’ management. The generic nature of documents, as well as records allows the incorporation into one system of a wide range of possibilities. Even so, there will be a lot of restrictions since this workflow is generally managed by the staff and it is possible that only a person can assess and fulfill correctly the steps to be done in the process of work.

The Ombudsperson’s Office and NPM Intranet System Concept will identify a series of documents and records used most frequently to standardize and allow the implementation of automated workflows. Initially a limited number of workflows will be implemented, which cover the critical areas within the Ombudsperson’s Office functionality and comes to help its workers in fulfilling the basic tasks and namely receiving appeals from the persons whose rights have been breached. The list of flows will further be filled in with other processes within the organization if the following increase of their efficiency will be managed.

**9.2. INFORMATIONAL OBJECTS**

The informational objects represent a totality of objects in the System, their attributes, the scripts according to which certain actions are fulfilled.

The informational objects have the following peculiarities:

* uniqueness (the uniqueness of the object consists in the existence of the unique identifier, which differentiates this object from other similar objects);
* condition (the object’s condition is described by a set of attributes, describing the object’s variable properties, take into consideration in the system);
* conduct (the object’s conduct is described by the list of events the object undergoes and that are taken into consideration in the system),
* derivation (the object is proper if it is initially taken into consideration and identified in this system, and is borrowed if it has been taken together with the identifier from another system).

To assure the uniqueness of an informational object, a system of their codification will be established, which will have as parameters: the issuing body, type of document, version (if applicable), other classification identifiers. The objects borrowed from other informational systems will be registered in the Intranet System, maintaining the original codification of the issuing informational system (as an example of borrowed object there may be the Laws of the Republic of Moldova having their own codification). The borrowed objects that have no proper codification will be granted a separate (provisional) codification.

The Intranet System defines the following main objects:

* Person (inner user, natural person submitting an appeal)
* Institution (Court, Parliament, legal person)
* Basic document (incoming/outgoing/internal)
* Additional document
* Database recording

***Person***

This is an informational object holding information about the person’s identity (last name, first name, year of birth, place of residence, contact details). The unique identifier of the Person is borrowed from the State Population’s Register – IDNP.

***Institution***

The informational object holding information about the institution (name, address, contact details). The object will be registered into the Intranet System as proper object by assigning the corresponding identifier in the system.

***Incoming Document***

This represents the totality of defined forms to initiate an appeal to the Ombudsperson’s Office by different methods, in written, orally, by email, telephone or other sources. As incoming objects there may also be internal interpellations within the organization to initiate a process of work which will be finished by the production at different artefacts. The object is proper for the system and the codification will be made depending on the type of appeal and the method of registration.

***Additional Document***

This represents the totality of auxiliary documents aiming at presenting a more detailed analysis of the case, that lead to certain clarifications, expertises, opinions, statistical data. The objects are identified as proper or borrowed depending on their origin.

***Outgoing document***

This represents the totality of forms and documents that are fulfilled or drawn up as a result of a final decision-making on several cases, system statistical reports, analyses and informative notes, other documents executed as a result of a process of work. The objects are identified as being proper to the system and the corresponding codification is applies depending on the type of the document and the issuing body.

***Database Recording***

In comparison with other objects, these are virtual objects attesting the process of electronic recording of the information in a format proper to the electronic system. The object’s codification is fulfilled by the database of the Intranet System and will be performed according to the standards of capturing and recording the data.

**9.3. ADMINISTRATIVE STRUCTURE OF OMBUDSPERSON’S OFFICE**



Fig 1. Organisational structure of Ombudsperson’s Office

**9.4. WORKFLOW AND TASKS MANAGEMENT**

The definition of a workflow imposes the definition of the activities that must be applied on the informational object (document) by different actors in well-defined time spans.

The activity allotted to a well-determined actor, which also has a well-defined time of execution, beginning time, is further called task. The tasks may be unitary and complex. A complex task is a task including several activities. Each activity consumes and further produces artefacts, which serve later as entry to other activities.

Outside the informational systems the tasks are filled in a special table given to the staff, where the progress and use of this person during his/her activity within a defined period of time can be supervised. This type of register for each separate person bears the name of agenda.

The same is within the Intranet System of the Ombudsperson’s Office and the NPM, where this type of recording must be invested into the informational technologies and it must benefit of their extended possibilities.

The tasks management system will allow:

* Viewing all tasks allotted to certain persons within different time spans;
* Setting the tasks priorities up;
* The existence of a system of automated notification to the changes applied on the task;
* The updating of the tasks’ fulfillment status, setting up the degree of visibility on different task parameters visible to other users;
* Grouping the tasks according to the type, to offer sufficient information for reporting. There will exist no restrictions concerning the tasks types, since these will be set up dynamically by the administrator.
* The possibility to plan the events reported to a task. The system will offer viewing the events reported to tasks and will transmit email notifications that refer to the planned events.
* The possibility to annex links to the tasks-associated documents.

The definition of tasks may be fulfilled from the workflows interface and the tasks management system’s own interface. The tasks’ management system must be integrated with packages for the editing of documents and electronic mail systems by which the Intranet System will be integrated.

**10. SYSTEM’S TECHNOLOGICAL SPACE**

**10.1. REVIEW**

The system’s technological space presupposes the definition of methods for the assurance of the system’s integrability and support to assure a good performance according to the criteria of similar system’s performance and use. The technological space also addresses the problem of information quality and security within the system.

**10.2. IS NETWORK AND SERVICES OF THE OMBUDSPERSON’S OFFICE**

To assure the accessibility to the Intranet System it is necessary to project an internal network of the Ombudsperson’s Office, which would connect several sub-networks from the Ombudsperson’s Office branches in the territory. The engine supporting the Intranet System, the database and infrastructure of assuring the communication and protection of the information will be situated in the central office of the Ombudsperson’s Office. The connection with the Ombudsperson’s Office and its branches in the territory is necessary to be a broadband one that could maintain the indices of performance and accessibility at a high level. From the point of view of assuring a higher degree of security and control on the connections, each of the Ombudsperson’s Office branches must have their personal sub-networks, which will be later controlled and monitored by the information’s security service.

The access to the Intranet System’s services will be fulfilled by an Internet connection and assured by the national providers of such services.

The system must have communication services that assure their good performance and which would integrate into the services of management and functionality of tasks, documents’ and records’ management, internal communication services based on identifiers defined within the system (personal accounts). The personal accounts must be unique and transparent in different functional modules of the integral system. So, all personal computers of the users will be connected into a domain and the authentication of each person will be fulfilled by this. The assurance of a single point of authentication will allow the integration of different subsystems that need authentication and that will be done in the moment of the user’s authentication in one of them. As a whole, the authentication will be done when accessing the operational system by the user and further the domain server will identify the user at each trial to access the information from other systems and will provide information about its status as well as information about the rights of access for this system.



Fig. 2 General structure of the IS of the Ombudsperson’s Office

***Electronic Mail***

Together with the development of informational technologies, the electronic mail has become one of the main methods of communication, due to the rapidity and later accessibility of this service. The communication and exchange of files is the widest spread aria of email service use. The same thing with the Intranet System of the Ombudsperson’s Office and the NPM, where a proper system that would offer electronic mail services should be implemented, which would later be integrated with the workflows’ management systems to deliver the corresponding information regarding the tasks laid on the user, notifications about events, delivery of files or references to these, which must be examined or approved.

***Web Resources***

The web resources constitute a totality of information situated in the Internet space and that may be accessed with the help of some utilities of general use, which is available from the users’ computers (web-browser, RSS, web-services, etc).

The Ombudsperson’s Office has its own web resource (web page), which is initially not granted with the task to transfer its management within the Intranet System, the integration only being limited to capturing some information coming from the forms of requests towards the Ombudsperson’s Office on its web page, which will be later received and recorded into the system in the corresponding manner.

***Files’ Transfer***

The transfer of files is a generic term for the act of files’ transmission through computerized networks or internet. The Ombudsperson’s Office staff will be able to transmit files by means of email, instant messages or common workspaces. At the same time, there must exist the possibility download files on the Intranet server, to publish them when necessary or send to the colleagues the file’s address.

**11. ASSURING THE SYSTEM’S INFORMATIONAL SECURITY**

**11.1. ASPECTS OF INFORMATIONAL SECURITY**

By the notion of system’s informational security a series of terms, such as: measures, policies, technologies, points of control, organisational structure, attributions and functions within the system may be reported. It is necessary to identify these means of control to address aspects of informational security and to implement them into the informational system of the Ombudsperson’s Office.

In order to reach an increased level of informational security it is necessary to consider two component parts of the security: the component of physical security and the component of security by applying informational technologies:

- The security by applying informational technologies addresses aspects to protect the information by applying certain measures of security at a logical level, by using the informational technologies. There we may consider antivirus, antispam, sub- networks logical delimitation, firewall and control programs when using piracy programs, recording and updating of software licenses;

- The physical security refers to the protection of the Ombudsperson’s Office physical infrastructure and the application of security measures on all physical components within the Ombudsperson’s Office (access points in the centre’s building, access to the computers, printers).

The informational security must conform to the requirements of the legislation of the Republic of Moldova in force and later with the international standards that do not contravene to the law and allow increasing the degree of security. The informational security will be assured by practical measures, and by the elaboration of policies of informational security within the Ombudsperson’s Office.

As aspects of informational security there may be:

- ***Data integrity*** – the protection of the data against disasters by creating reserve copies, with the possibility to recover it in shorter terms; creating a secure hardware and software, which has an increased stability for failures.

- ***Data availability*** – assures the rapid and integral access of the users to the data set that is available according to the policy of rights and permissions.

- ***Confidentiality*** – assures the access to the data only for the authorized staff.

- ***Authenticity*** – guarantees the fact that the data have not been modified. Besides authenticity, it is important to assure the non-repudiation of the data, that is the authors will not be able to deny the document’s origin.

**11.2. AUDIT RECORDINGS**

One of the aspects of informational security consists in the detailed control of the actions taking place in the system to detect at an earlier stage some of the trials to access confidential data or prejudice purposely or accidentally the information’s integrity. These moments may be identified not only by the existence of a service aiming at monitoring all actions taking place in the system. The set of actions undergoing monitoring may be extended by the system’s administrator. All entries about the users’ activities in the system, as well as the actions coming from outside the system, may be subject to a detailed analysis in the case of detecting some irregularities or attempts of corruption or unauthorized access to the system data.

**12. CONCLUSION**

This concept comes to create a general idea about the informational system that will be implemented in the Ombudsperson’s Office of Moldova and the National Mechanism for the Prevention of Torture. This concept was grounded on a detailed analysis of the legal-normative framework regulating the Ombudsperson’s Office activities, the existing informational systems of the Ombudsperson’s Office and the general principles of work, the existing component of informational infrastructure, the mechanisms of access to information and technical aspects of informational security were also analysed.

The concept identified the arias needing an improvement and traced some directions to go to in order to benefit from the informational technologies to optimize and make more efficient the process of work within the Ombudsperson’s Office. The implementation of such a system brings the process of work in the organization at a more qualitative level, but its implementation needs investments in the improvement of the informational culture of all employees. Some of the old methods of work will disappear and other new ones will take their places, some of the everyday staff’s activities will undergo changes. The development of certain processes of classification and storage of the information in the system will be necessary, processes that would assure the information’s security, these being able to affect the position’s files of all employees of the Ombudsperson’s Office.

The key-decisions presented in the document offer benefits exceeding by far the potential negative involvements. The major benefits changing completely the course of things in the organization are the following:

- The control of tasks’ fulfilment;

- Use of email services for the management of the mail, agenda, tasks, events;

- Collaboration between the users in the elaboration or examination of a document;

- Information’s security;

- Connection of all branches in the territory in a unique system.

All these are things that are absolutely necessary for the increase of the efficiency of an organization and this system comes to bring such benefits.