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**Building the Rule of Law Information Network
Infrastructure in Moldova:
Content Development**

Final Report

**Submitted by the Rule of Law Foundation
To
The National Institute of Justice, Office of Justice Programs,
United States Department of Justice**

Grant Award 1999-IJ-CX-0065

Reporting Period: September 1, 1999 to February 28, 2001

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Summary

This is the final report for the project, "Building the Rule of Law Information Network Infrastructure in Moldova: Content Development," which was funded beginning on September 1, 1999 with an award letter dated September 30, 1999. This report covers the period from September 1, 1999 through February 28, 2001. Due to the bulk of activities having been completed by the last interim report, this final report closely resembles that report.

This projects built on a separate grant running concurrently with this one, "Building the Rule of Law Information Network Infrastructure in Moldova," grant 1999-IJ-CX-0063. Through this project Internet studios were installed at ten organizations connected with criminal justice in Moldova selected for funding, with five computer workstations each, an NT server, network equipment, a printer, high-speed dedicated access to the Internet, technical support, and training. In addition, a 12-workstation Interagency Internet Training Center intended for training representatives from the participating agencies on the use of the Internet also was created.

These studios formed the basis for the content development activities covered in this project. These activities included developing Web sites describing the host institutions' structures, missions, policies, functional activities, and public outreach; creating collections of legal materials, official government documents, statistics and other non-classified information and making them available for public access through the Internet; and providing training on general Internet use and publishing.

The goals of the project were fully met, and exceeded in several cases. Websites were established at all 10 agencies where studios have been installed. Collections of documents were placed online for each agency. And approximately 600 users were trained at the Interagency Internet Training Center and agency studios.

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The Internet Studio: Building the Infrastructure for the World Justice Information Network: Content Development

**Final Report
September 1, 1999 to February 28, 2001**

Background

Dating back to 1998, the Rule of Law Foundation has been active in working to build the Internet infrastructure within the criminal justice community in Moldova. In June of 1998 and January of 1999, in cooperation with the Suprematia Legii Foundation and Relsoft Communications, we installed and made operational two Internet studios, at the Moldova State University Law School and the National Police Academy in projects funded by the Bureau for International Narcotics and Law Enforcement Affairs (INL) and the National Institute of Justice (NIJ). We followed this up with a project running concurrently with this one to install an additional 10 Internet studios at government institutions connected with criminal justice, law enforcement, and the rule of law in Moldova, along with an Interagency Internet Training Center, in grant 1999-IJ-CX-0063.

Now that sufficient infrastructure had been developed, the next stage was to use it to promote the rule of law and development of a civil society in Moldova. The free flow of information is a pre-requisite for building an effective legal system that controls the government bureaucracy, provides mechanisms for resolving social conflicts and encourages economic and social innovation. This project addressed the problem of providing free and easy access to legislative information and government documents to everyone, including legal professionals, civic activists, mass media and the general public. Although the primary goal is to serve the Moldovan audience, the global nature of the Internet makes the same information available to the international community interested in monitoring the progress of democratic reform in Moldova.

Results and Accomplishments

1. Websites

The first goal of this project was to design, develop and host high-quality web sites (home pages), to provide a presence on the Internet for participating government agencies, judicial institutions and other organizations that constitute criminal justice and legal system in Moldova, with a full description of their structure, mission, policies, functional activities, and methods of interaction with the public. A total of 10 websites were developed for the agencies participating in the project, at the locations of the ten Internet studios already placed through project 1999-IJ-CX-0063 - the Constitutional Court (<http://www.ccrm.rol.md>), the Court of Appeals (<http://www.rol.md/Apel>), the Ministry of Justice (<http://www.rol.md/MinJust>), the Information and Security Service (<http://www.rol.md/sis>), the Customs Department (<http://212.56.195.172>), the Supreme Court (http://www.rol.md/curt_supr), the Economic Court (<http://www.rol.md/Econ>), the Attorney General's office (<http://www.rol.md/Procurat>), the National Tax Inspection (<http://www.rol.md/fc>), and the Ministry of Internal Affairs (<http://www.rol.md/registru>).

A website providing information about the project is hosted at the Interagency Internet Training Center (<http://www.rol.md>). It is in three languages (Russian, Romanian, and English) and contains a description of the project, including expected results, contact information, detailed information about each studio, links to websites of each organization involved in the project, a training schedule, detailed descriptions of the training courses conducted at the Center, and a thorough status report on training performed at the Center. In addition, news related to the project is also highlighted on the site.

2. Online Publishing

Each of these websites hosts significant collections of documents. The Suprematia Legii Foundation worked with the agencies to develop lists of documents to be published and to organize training for personnel who would act as webmasters and information specialists and be responsible for publishing the documents. Document processing and conversion took place as a collaborative process, with agency representatives and technical contractors working together. We estimate that we easily reached the goal of 500 documents published online through the project, or an average of 50 per site, and in fact the number exceeds 1000. The distribution, however, is very uneven, with several sites far exceeding the average, and others falling short. The majority of the documents are in Russian and Romanian, though some are in English. The goal of having each site be tri-lingual by the end of the project was not met, though significant progress was made in having basic information in English at each site. Samples of published documents include the constitution of Moldova, the legal code of Moldova, contact information for the agencies, missions statements, histories, organization charts, biographies, academic articles, government reports, schedules, legal decisions, and procedures for interacting with the agencies.

3. Training

As training was dependent on the installation of Internet studios at the agencies, and in particular the Interagency Internet Training Center, training did not begin in force until March 2000, though there were several small groups trained as early as December 1999. Training conducted by project staff took place at the Interagency Internet Training Center, which was managed by Vladimir Vignan, a former Contemporary Issues Fellow hosted at the Rule of Law Foundation from August - November 1999. Mr. Vignan is a lieutenant colonel in the Ministry of Internal Affairs of Moldova, and compiled training materials on cybercrime and police training while at the Rule of Law Foundation, which he began using at the National Police Academy at

the end of December 1999, and at the Training Center in February 2000. Upon completion of training sessions at the Center, agency representatives returned to their own studios and conducted training of their own personnel.

Training for the agency contacts designated as content providers and managers was conducted on a scheduled basis as they became ready to start publishing their materials and operating their own websites. Basic Internet training was conducted by Suprematia Legii Foundation staff, while advanced technical training was performed by Relsoft Communications. Two levels of Internet training were taught by Mr. Vignan and the Suprematia Legii Foundation staff. Beginning Internet was intended for end-users. Intermediate Internet was intended for those who would go on to be webmasters and information specialists at their agencies, in addition to those who would be trainers themselves. 599 students went through training at the Center or at their agency studios. Of those, 153 received training after February 2001, bringing the total trained during the project period to 446 students, nearly doubling the goal of 250.

4. Small Grants

The small grants were replaced by continued Internet access at each of the sites for an additional six months, as all of the sites needed additional guidance from local project staff at the time the project was originally set to conclude in August 2000. This continued support from the project allowed each of the agencies to develop better websites and train many more personnel.

Evaluation Mechanism

1. Progress Monitoring

Olga Caprovaya, the Moldovan Project Director at Suprematia Legii, prepared monthly progress reports and submitted them to the Rule of Law Foundation in Washington, DC, along with any receipts for purchases. Progress was measured against the project timetable. Included in the reports were any web sites developed, documents published, training conducted, and small

grants awarded. The U.S. project director, Sergey Chapkey, made one site visit to Moldova in November 1999, covering both the infrastructure and content development grants, to make sure preparations for both were satisfactorily underway.

The Rule of Law Foundation, in turn, prepared the required semi-annual reports and quarterly financial reports based on the reports and receipts from Suprematia Legii. It also met with the NIJ project managers to provide regular project updates.

In addition, Suprematia Legii continues to maintain the project website at <http://www.rol.md>, which serves as an online progress report for this project and the infrastructure project, complete with information about installation dates and configurations of all of the studios, links to the websites of participating agencies, statistics on training conducted at the Interagency Internet Training Center, and press releases describing events related to the projects.

2. Time Tracking

Studio staff kept time sheets corresponding to their payroll cycle. The time sheets track hours worked by activity, along with vacation, holidays, and sick leave.

3. Impact Assessment

The impact of the project is measured against the deliverable products in the proposal. We proposed to design, develop, and publish at least 10 websites, publish at least 500 documents online, train at least 20 webmasters and 250 end users, provide modems to 50 of the 250 trainees in order for them to have Internet access, and award 10 grants of \$1,000 each by the end of the project on August 31, 2000. While there have been minor changes to the goals during the course of the project, we have met and exceeded the bulk of the original targets, and achieved our ultimate objectives in those cases where the original stated goals were changed. We published 11 websites which collectively have published well over 1000 documents, trained at least 50 webmasters and about 600 end users. In place of the 50 modems and ten grants, we provided an

additional six months of Internet access and ongoing training at the InterAgency Internet Training Center, accomplishing the need for continued access and more skilled personnel

Staff

This project was implemented by three organizations. The Rule of Law Foundation was the organization responsible for the overall management of the project. The Supramatia Legii Foundation was responsible for administration of the project on the ground in Moldova, and was the liaison between the Rule of Law Foundation and the Moldovan legal community. Relsoft Communications provided technical needs assessments, procured and installed equipment, and provided technical training to webmasters.

The Rule of Law Foundation

During the course of the project, the Rule of Law Foundation was staffed by a team of three professionals and a rotating group of three interns/fellows with project management, technical, research, and training skills, ensuring the success of the project. Sergey Chapkey was the project director for the majority of the project, Charles Cochran was the assistant director before taking over as project director for the final month, and Greg Pearson was the program officer. On December 31, 1999 Roberto Gonzalez finished his one-year NIJ Fellowship assigned to the Rule of Law Foundation as its system administrator. After December 1999, Inna Struicova and Ruslan Buiucli, both from Moldova, and Vladislav Sukhin from Moscow Russia, shuttled back and forth between Washington and their home countries as visiting fellows, interns, and trainees, along with providing technical support for the project.

As Program Director, Sergey Chapkey supervised all aspects of the Rule of Law Information Network (ROLIN) projects – both the infrastructure and content portions. Charles Cochran was the assistant director for the ROLIN project, dealing with many of the administrative details and was the primary contact for Supramatia Legii and Relsoft for interim reports, financial reports, and procurement. Gregory Pearson provided general program support

for the project. Inna Struicova, Ruslan Buiucli, and Vladislav Sukhin provided technical support for the project.

The Suprematia Legii Foundation

Ms. Olga Caprovaya is the Executive Director of the Suprematia Legii Foundation, a nonprofit, tax-exempt organization she incorporated in Chisinau, with a mission to promote the rule of law in Moldova and also introduce the Moldovian legal community to the new electronic media. Ms. Caprovaya is an attorney-at-law and a member of the Moldova Bar Association. She was the Country Project Director for both this project and the content development project and provided overall management of the project on the ground, including liaison functions with the participating agencies and organizations, project conceptualization, grants management, supervision of Internet training and publishing process, as well as progress monitoring and reporting. Ms. Caprovaya graduated from the Moldova State University Law School in 1991. She has an extensive legal and government experience. Ms. Caprovaya worked on different positions in the system of the Ministry of Justice of Moldova for over six years, and she also has an in-depth experience as a general counsel working with foreign investors and joint ventures for almost three years. Suprematia Legii has three permanent staff.

Vladimir Vignan, a former Contemporary Issues Fellow sponsored by the Bureau for Educational and Cultural Affairs of the U.S. Department of State and hosted by the Rule of Law Foundation from August through November 1999, was the Director of the Interagency Internet Training Center. He was on detail from the Ministry of Internal Affairs and worked in close cooperation with Suprematia Legii.

Relsoft Communications

Relsoft Communications is the largest and the most technically advanced Internet Service Provider (ISP) in Moldova serving over 1,000 individual and institutional clients. Although Relsoft is a commercial company, they agreed to treat their contract as a public interest project and implement it on a cost-recovery basis, providing technical services to Suprematia Legii at the

lowest possible cost. More information about Relsoft's technical capacities can be found at <http://www.mldnet.com>.

Conclusions and Implications

Despite delays in funding to this and in particular to the sister infrastructure project for the Rule of Law Information Network (ROLIN) in Moldova, the goals of the project were met and even exceeded on time. Training was able to begin on a large scale after the opening of the Interagency Internet Training Center in February 2000, and by the originally planned concluding date for the project in August 2000, most of the goals of the project have been met. The extension of the project through February 2001 allowed us to more than double the expected output of the project without any additional financial resources. ROLIN has demonstrated the value of providing even a limited Internet infrastructure and training for legal specialists. The new content placed online promotes the goal of a civil society in Moldova by informing citizens of how their legal institutions operate and of their rights within the Moldovan legal system. It also helps criminal justice professionals work with each other by improving their ability to communicate with each other and promoting greater awareness of the workings of each of their agencies. Finally, and probably most importantly, the training provides an ongoing investment in the ability of legal professionals to come up with their own solutions of how to better serve the goal of a civil society.

Rule of Law Information Network (ROLIN) in Moldova Agencies and Websites

1. Constitutional Court (opened 12/23/99)
<http://www.ccrm.rol.md>
2. Court of Appeals (12/30/99)
<http://www.rol.md/Apel>
3. Security and Information Service (12/26/99)
<http://www.rol.md/sis>
4. Ministry of Justice (12/23/99)
<http://www.rol.md/MinJust>
5. Supreme Court (3/20/00)
http://www.rol.md/cur_supr
6. Office of the Attorney General (2/26/00)
<http://www.rol.md/Procurat>
7. Department of Financial Control (Tax Inspection) (2/22/00)
<http://www.rol.md/fc>
8. Department of Customs (2/19/00)
<http://212.56.195.172>
9. Supreme Economic Court (4/20/00)
<http://www.rol.md/Econ>
10. Ministry of Internal Affairs (8/00)
<http://www.rol.md/registru>

Base course for PC and Internet users

(40 hours)

Lesson 1 2 hours	Computer hardware and software. Computer architecture. (Basic computer components and their destination). General information about WINDOWS 98/2000 Operating System. Starting and shutting down the operating system. Keyboard. START menu. Starting and exiting the programs. Application icons. Menu. Selecting programs from the menu.
Lesson 2 2 hours	Essential information and computer science notions. Memory measurement units. Files. Filesystem organization. The path in a filesystem. Application icon "My computer". The Desktop Manager. Creating icons on the desktop.
Lesson 3 2 hours	Using CONTROL PANEL for customizing personal settings, such as: <ul style="list-style-type: none"> - Date/Time; - Keyboard; - Display; - Mouse; - Password and others. Applications: Calculator, Word Pad, NotePad, WORD, EXCEL.
Lesson 4 4 hours	Introduction to INTERNET, the network origin. How INTERNET works: basic notions and definitions (WWW, FTP, Telnet, IRC)
Lesson 5 4 hours	Programs for working with INTERNET: Internet Explorer, Netscape Communicator
Lesson 6 8 hours	Working with INTERNET. INTERNET resources. Searching the information in INTERNET. (Practice)
Lesson 7 4 hours	Familiarization with the Information Networks taking as a model the Global Network of Knowledge About Crime and Justice: www.wjin.net .
Lesson 8 4 hours	Special INTERNET resources in the field of Justice: catalogues, data bases, electronic libraries, news servers, maillists
Lesson 9 4 hours	Electronic mail (e-mail). Creating a personal mail-box. Working with e-mail. Sending and receiving e-mails, attaching documents to the mailbody. Customizing the personal mail-box
Lesson 10	Registering and working with mail servers yahoo.com, hotmail.com,

2 hours	servers yahoo.com, hotmail.com, mail.md and others, web-interface
Conclusions 4 hours	Review. Additional questions. Tests.

Advanced course for PC and Internet users

(40 hours)

The students are supposed to have the attainments of the Base course of the program

Lesson 1 1 hour	Hyper-Text Mark Up Language (HTML). General notions. History and aspects of development. Application areas.
Lesson 2 8 hours	Index of HTML commands. Basic notions and the tags necessary to create web-pages: <ul style="list-style-type: none"> - Page; - Font; - Text; - Tables; - Frames; - Images; - Special tables.
Lesson 3 1 hour	File formats. Text and graphic files. Properties of different file formats.
Lesson 4 4 hours	Practical lesson on creating user web-pages using Netscape Composer as a HTML editor: <ul style="list-style-type: none"> - Toolbar; - Format; - Inserting tables; - Inserting and publishing images; - Inserting/creating and publishing hyperlinks to other pages; - Inserting anchors; - Inserting and publishing horizontal bars; - Page properties.
Lesson 5 4 hours	Practical lesson on creating user web-pages without using HTML editors. The NotePad application as an editor example for creating the ultimate HTML-pages. Reviewing HTML basic notions, tags, tables.
Lesson 6 4 hours	File Transfer Protocol (FTP). Publishing a ready web-representation. CuteFTP, FAR as publishing and website renewal tools.
Lesson 7 10 hours	HTML Editors. Notions, software review in the area of Web-design. Base course on creating and managing the Web-site on the base of NetObjects Fusion 5.0. <ul style="list-style-type: none"> - Formatting the Web-pages; - Adding text, graphics, hyperlinks and tables;

	<ul style="list-style-type: none">- Working with Custom Navigation Bars, Designer SiteStyles and templates;- Managing the site as an organic whole and importing already available sites;- Working with Forms and Targeted Frames;- Publishing the Web-site in Internet
Lesson 8 4 hours	Graphic editors. Review of graphics processing software. The ImageReady application. Basic notions and practical functions – saving a file, changing the file format, changing the size of the graphic file.
Conclusions 4 hours	Review. Additional questions. Tests.

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