



**E – Governance – The
People’s Expectations
from Government in
a Digital age.**



Who We Are

Kitari Consult Ltd is a technology, aviation and management consulting firm registered under the laws of the Federal Republic of Nigeria. We are based in Kano, Nigeria and have operations in Abuja and Lagos.

We were the local technical representatives to TCS Inc, the American company that designed and built the Jigawa Wireless Broadband Network in 2001, the first Broadband teleport in sub-Saharan Africa, that ignited ICT revolution in Nigeria that led to the establishment of Galaxy Backbone Plc.

We carried out the site surveys of the Jigawa State capital and all the LGAs and we were responsible for the installation and deployment of the Teleport and all the VSats that formed the wide area network radio link in Jigawa State.

We are consultants to Galaxy Backbone Plc on eGovernance and we worked with them and the Ministry of Telecommunications to train permanent secretaries and directors of MDAs in London, Dubai and Malta.



We are the first aviation consultants to AMCON on the resolution of their aviation portfolio that included Arik Air, Aero Contractors Airline Ltd, IRS Airline Ltd, Chanchangi Airline Ltd, Afrijet Airline Ltd, to mention just a few.

We have over the years provided services to many MDAs and financial institutions and in 2018, we partnered with the Moroccan government to organize training for Galaxy Backbone and the Nigerian Civil Aviation Authority (NCAA) senior staff on Process Automation for the Aviation Sector in Rabat and Casablanca, Morocco.

Introduction

Definition of eGovernance

- **UNESCO** defines *E-Governance* as ‘the public sector’s use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective.
- **Council of Europe**: e-governance is about democratic governance and not about purely technical issues, and convinced therefore that the full potential of e-governance will be harnessed only if ICTs are introduced alongside changes in the structures, processes and ways that the work of public authorities is organised;

World Bank defines e-Government as:

- *the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the **ability to transform relations with citizens, businesses, and other arms of government.***
- *These technologies can serve a variety of different ends: better delivery of government services to citizens,*
- *Improved interactions with business and industry, citizen empowerment through access to information, or*
- *More efficient government management.*

The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions. ”

Is there a difference between e-Government and e-Governance?

e-Government:

Focus on the utilization of ICT to streamline and improve the business of government. Is in context a narrower discipline dealing with the development of online services to the citizen

e-Governance:

Does not consider solely technical issues
Is a wider concept that defines and assesses the impacts technologies are having on the practice and administration of governments and the relationships between public servants and the wider society.

The two terms are often used interchangeable

Phases of e-Governance

Described by Accenture as four distinct phases of service and delivery transformation maturity:

- Phase 1 - **Presence**: static promotion / information
- Phase 2 - **Interaction**: search capabilities, document repository, incomplete transaction
- Phase 3 - **Transaction**: empowers public to complete transaction on-line
- Phase 4 - **Transformation**: service delivery, CRM tools, new access mediums e.g. wireless access.

One cannot jump into the Transformation phase before having gone through the other phases first.



ICT in the reform process

ICT not a beginning and an end, but;
A tool or building block in the overall reform process, that enables:

- **Improved support and services**
- **A framework for ongoing reform**
- **Better community engagement**
- **More effective democracy**
- **Innovation and new opportunities**



ICT in the reform process

Some key objectives of e-Government include:

- **Integrated service delivery**
- **Increased responsiveness**
- **Innovation / new services**
- **Improved service accessibility**
- **Increased government productivity**
- **Increased value-for-money**



Drivers for e-Governance

Five main goals or “raison d’etre”:

- **Creating a better business environment**
- **Customers online, not in line**
- **Strengthening good governance with broader public participation**
- **Improving government’s productivity and efficiency**
- **Improving quality of life for all**



Objectives of e-Governance

- **The broad objective is simply better government.**
- **Can also act as a catalyst for:**
- **Better policy outcomes**
- **Higher quality of service**
- **Greater citizen engagement (e.g.. E-voting / e-democracy)**
- **Streamline public administration back-office operations**



Objectives of e-Governance

- **Citizens**
 - Swift service delivery
 - Accessibility - anywhere and every time
 - Buffering citizens from the complexity of government processes
 - **Businesses**
 - Regulatory awareness
 - Facilitation transactions
 - Cost reduction
 - **Government**
 - Cross-agency coordination & collaboration
 - Streamlined processes
 - Opportunities for cost reduction
 - Enhanced/timely decision making
 - **Others?**
 - Travelers (incoming tourism)
 - International investors
-

Benefits and beneficiaries

Type of Benefit	Beneficiary	
	Government	Non-Government
Direct financial costs and benefits	Reducing costs - freeing resources, increasing value	Reducing burden - de-bureaucratisation, faster and higher value services
Direct non-financial costs and benefits	Capitalising on investment: synergies across service delivery chains, sharing	Increase user satisfaction - 24x7, personalisation, transparency, choice
Indirect costs - Good Governance as a Public Good	Supporting legitimacy- transformation, modernisation, accountability, responsiveness	Supporting growth - enable information society, improve business environment.

It is also an Opportunity •

- **To respond to ever-increasing pressures including:**
- **Fragmented service delivery/citizen dissatisfaction**
- **Rising expectations for quality / personalisation of services**
- **Increasingly complex social and environment problems**
- **Increasing range of services**
- **Rising budget pressures**



E-Govrnance will enable:

- **24x7 borderless access to government information.**
- **Alignment with international (e.g. European) strategy, mitigation of external barriers.**
- **Citizen engagement and participation.**
- **Common standards and increased interoperability.**
- **Cost-effective procurement / e-Procurement.**
- **Decentralisation, deregulation and legislative reform.**
- **Development of infrastructure.**
- **Accelerated e-Commerce.**
- **Efficiency and competitiveness.**
- **Introduction of cyber legislation.**



E-Govrnance will enable:

- **Encouragement of collaboration among government agencies.**
- **Enhancement of democracy.**
- **Enhancement of ICT skills.**
- **Trust, transparency and accountability for the transaction with the Government.**
- **Flexibility, harmonisation of legislation, infrastructure etc.**
- **Improvement of service delivery.**
- **Inclusion, equality and bridging of digital divide.**
- **Government responsiveness and responsibility, local and regional focus.**
- **Online services and registration for businesses.**



E-Govrnance will enable:

- **Privacy and security.**
- **Proactive public sector.**
- **Economic development.**
- **Reduction of connection costs and broadband deployment.**
- **Single access points / portals and usability of the government services.**



Challenges

- **Political**
- **Strategic**
- **Legislative**
- **Legal and Regulatory**
- **Funding**
- **Digital Divide**
- **Business related issues**
- **Technical Infrastructure**
- **Need for success**



Risks

Lack of political backing which bring about higher risks of failure

Increase the digital divide

Poor take-up / lack of awareness

Resistance to change from the various stakeholders

Complexity of projects which use latest technology, therefore increasing risks relating to:

- Time and budget overruns
- Quality issues
- Failure to meet client's expectations
- Political risk

Risks

- **Complex implementations** due to complex government regulations on procurement
- **Complex implementations** because e-government services cuts horizontally across multiple agencies / departments
- **Unanticipated citizen take-up may** impact negatively on quality of service and performance
- **Projects are not well managed**
- **Intrinsic problems with the technology being deployed**
- **Cyclical government budgeting methods** may render the “think big, start small, scale fast” ethos difficult to adopt
- **Since project timescales and deliverables are often subjected to political pressures,** these may become unrealistic and need to be managed



Risks can be minimized by:

- **Strong leadership and clear vision**
- **Splitting the project into smaller more manageable modules** that can be delivered independently
- **Avoiding new emerging technologies** since there is unproven reliability, robustness and lack of skills and experience
- **Utilise well-proven approaches**, through off-the shelf packages and
- **Involving users early** and throughout the entire process to ensure ownership & commitment
- **Identifying potential gains and quick wins**

Checklist for success

- **Leadership and commitment**
 - **Integration**
 - **Inter-agency collaboration**
 - **Financing**
 - **Access**
 - **Choice**
 - **Citizen engagement**
 - **Privacy**
 - **Accountability**
 - **Monitoring and evaluation**
-



Components

G2C, Government to Citizen

Dissemination of Public Information for example education, health and social services

Citizen services such as:

License renewals

Birth, marriage, death certificate acquisition

Payments on-line, utility, citation etc

G2B, Government to Business

Transactions between government and the commercial community

Beneficial to SMEs, encourages business development and participation, reduces government costs

Often includes:

Information dissemination

Statutory transactions such as business license renewals, company tax, social security payments

At a higher level includes supplier chain processes for example e-procurement



G2E, Government to Employee

Focuses on government employees

Intranet vs Internet

Often includes:

Information dissemination

Employee training

G2G, Government to Government

Transactions between two or more “governments”

At an international or local level

International transactions: between governments of two or more sovereign states

Local transactions: between local/provincial government or between ministries and/or departments

Website of the UK government : Directgov - Windows Internet Explorer

http://www.direct.gov.uk/en/index.htm

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Tuesday, March 15, 2011

HM Government

London 2012 tickets

Tickets to events at the London 2012 Olympic Games are now on sale

- Find out about purchasing tickets



Popular tools

- Book your practical driving test
- Job search
- Passports
- MOT
- Benefits Adviser Service
- More online services

Back to work

Find your way back to work >>

Find help with job seeking and new skills

- Help get back to work

Foreign Office advice

Straight to...

<h5>Motoring</h5> <p>Car tax, Learners, Driving licence...</p>	<h5>Parents</h5> <p>Having a baby, Schools, Childcare...</p>
<h5>Education and learning</h5> <p>Student loans, University, EMA...</p>	<h5>Employment</h5> <p>Jobs, Redundancy, Holidays, Pay...</p>
<h5>Money, tax and benefits</h5> <p>Benefits, Taxes, Benefits adviser...</p>	<h5>Young people</h5> <p>Money, Work and careers, Leisure...</p>
<h5>Home and community</h5> <p>Housing, Council Tax, Flooding...</p>	<h5>Disabled people</h5> <p>Financial support, Housing, Rights...</p>
<h5>Travel and transport</h5> <p>Journey planner, Passports...</p>	<h5>Pensions and retirement planning</h5> <p>State Pension, Planning for retirement...</p>

Popular searches

- Jobs
- Student finance
- Income Support
- Car tax/Tax disc
- Sorn
- More top searches

Internet 100%

Ways how e-Governance can 'improve' a Nation

• **Poverty - India**

An innovative e-Government response to rural poverty and unemployment is India's e-Payment system for the National Rural Employment Guarantee Scheme, which makes use of biometric smart cards.

The card uniquely identifies every citizen, with a finger print scanner to the benefit of illiterate citizens.

This card initiative was motivated by the need to ensure that the poor and marginalised receive wages and social welfare benefits intended for them.

It enhances transparency and accountability.

Pension and wages underwritten by the scheme are paid through these smart cards in many Indian villages.

Dubai's Electronic Government:

- Hierarchical governing structures, with strong leadership at the top, and relatively small size - a centralised, command and control implementation of its e-Government strategy (similar to Singapore) would have been an obvious choice.

- Dubai chose a different path...

Instead of centralising power, Dubai Electronic Government (DEG) - Public Agency



responsible for advancing e-Government in the emirates saw its role as one of fostering collaboration and cooperation.

DEG offer:

Electronic payment but does not mandate standards and technologies

Collects and disseminates best practices

Issues benchmarks and makes transparent the development of e- Gov projects (from planning, to implementation and operations) - 'encourages' adoption by agencies.

- Compliance of e-Gov activities by various agencies has increased.



E-Government in Singapore:

Singapore's only natural resource is location - physically and sociologically - in the middle of Asia

In order to become a hub in the world economic network, Singapore had to be tightly networked.

E-Government is part of an overall strategy, characterised by a succession of integrated national programs - eServices for citizens, governments and Government agencies.

Responsibility for eGovernment is with Ministry of Finance (MOF); all Gov. agencies required to work with the same external vendor - National Computer Systems (NCS); Infocomm Development Authority (IDA) servers as CTO and CIO.

Focus of eGov:

Reduce transaction costs for Gov.

Increase effectiveness (e-Democracy)

E-Citizen: one stop shopping portal for citizens to access Gov. services

Singpass is a unique identifier offering:

access to a wide array of online government services

Facilitates a wide-array of private-sector transactions, from banking to [^] INVESTORS ordering drinks in bars

1.0 People's expectations from Government

Governments must establish and implement policies to address current and future, national and global economic, security, demographic and environmental challenges. Government's main responsibilities towards their citizens can be categorized as follows:

1. Protecting citizens by:

- Providing law and order
- Ensuring National security
- Operating the appropriate executive, judiciary, legislative and administrative structures

2. Providing citizens with public services in areas that private sector cannot provide or to complement private sector:

- Infrastructure of ports, roads, bridges, and other capital projects.
- Facilities: connectivity (e.g. broadband), electricity, gas, water, drainage, etc.

3. Providing citizens with a quality living:

- Social welfare for children, youths, elderly, disabled and unemployed
- Healthcare: preventative and corrective
- Talent and Education
- Employment and job opportunities

4. Investing in:

- Economy
- International relations
- Environment
- Culture and heritage

5. Manage finances and gather taxes to fund the various responsibilities and initiatives.

2.0 How ICT can assist Governments

Digital technologies are today integral to the way Governments operate whether at a policy or at an implementation level.

1. At policy and strategic level:

- Digitization must be considered in all aspects.
- Information is critical for policy making.
- Information is also critical for Government to be more transparent and accountable.

2. Although Government may operate some national infrastructures and services but not others, regulation must always be provided by Government:

- Regulator for international and local 'broadband' connectivity
- Regulator for energy, water, etc. networks generation and distribution
- Other 'more modern' regulators such as for Blockchain.

3. In the delivery of public services:

- Each Government department operates line-of-business information systems which are key in the provision of the respective public service
- Shared and core digital services and platforms (hosting, network operations, collaboration, licensing, identity management, consent management, etc.) often serve to bring standardization and economies of scale within the Public Administration
- For example in healthcare, digital technologies are used both for administrative systems, for patient care, for interfacing with specialized medical equipment, etc.



4. Interaction with citizens and business:

- eGovernment services
- Mobile Government services
- One-stop shops for citizens and businesses

5. Operate internally more efficiently and effectively:

- Administration systems: accounting system, payroll, human resources, etc.
- Collaboration: email, document management,

6. Internationalization:

- Facilitate tourists or migrants to work
- Attracting foreign business

Thank you.

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