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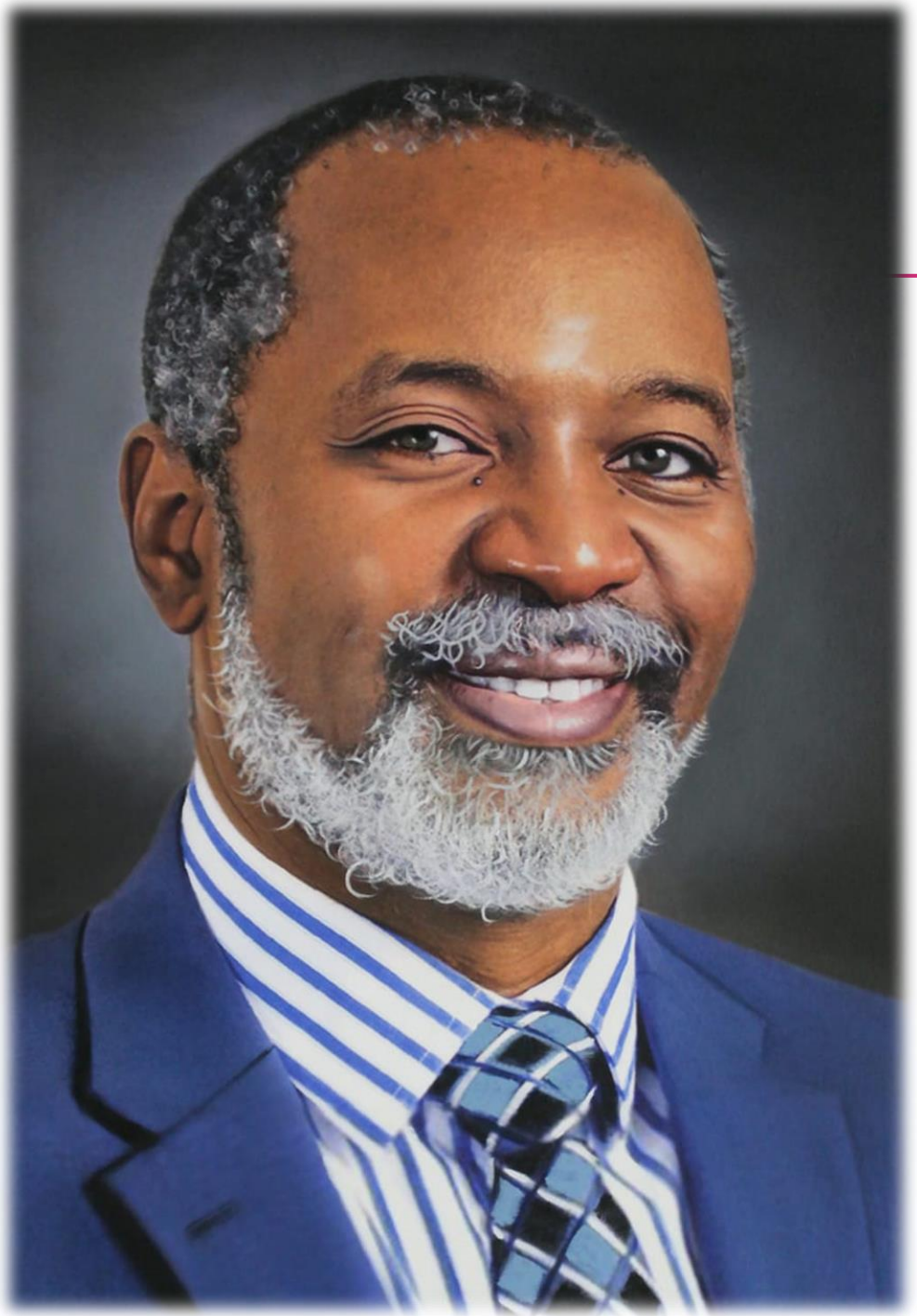
The Nigeria eGovernment Summit 2022

AFRICA'S DIGITAL FUTURE



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International Best Practices for E-governance

Wole Abu

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Content

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1. Technological Evolution
2. E- Governance
3. Use Cases


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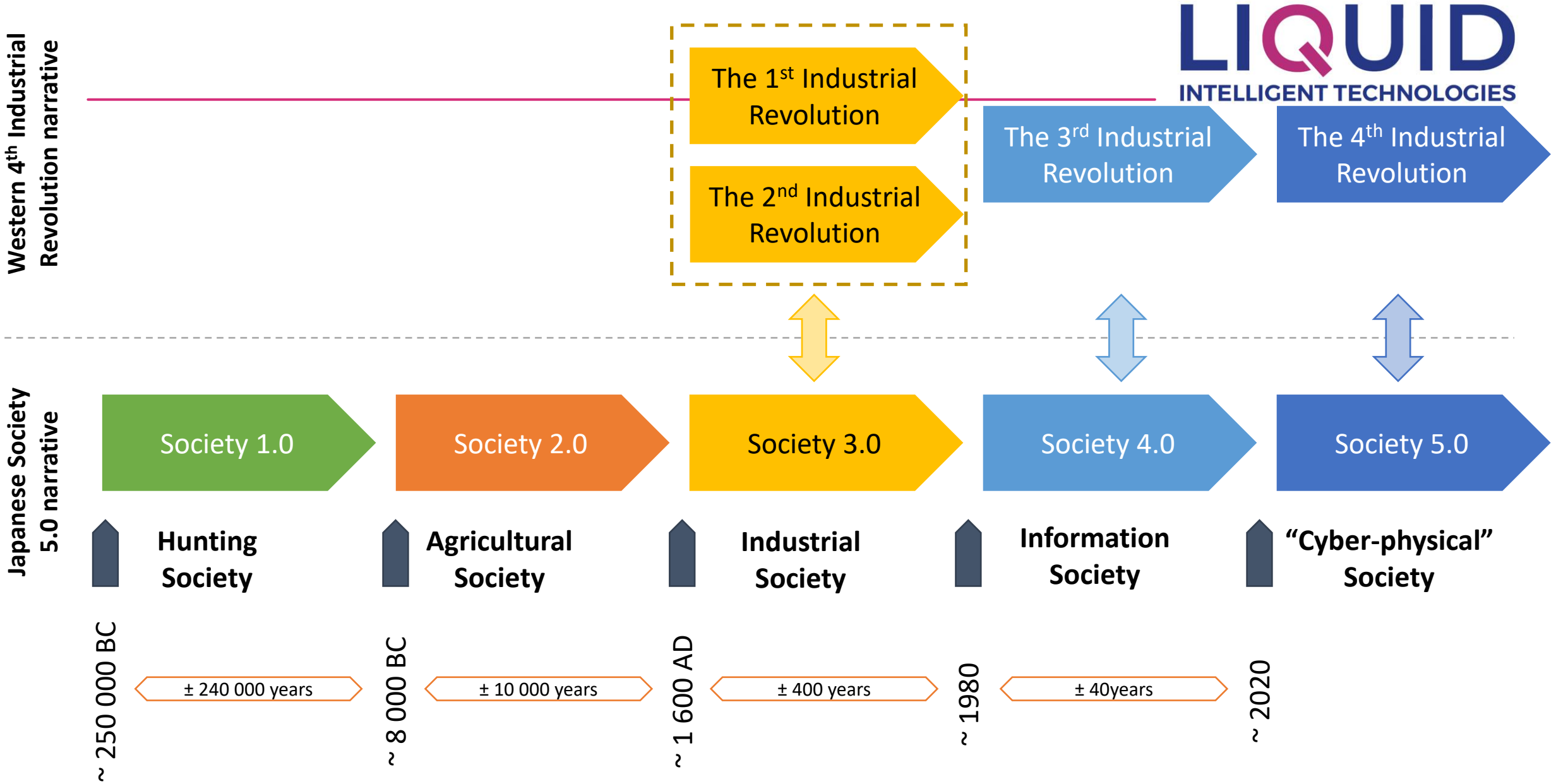
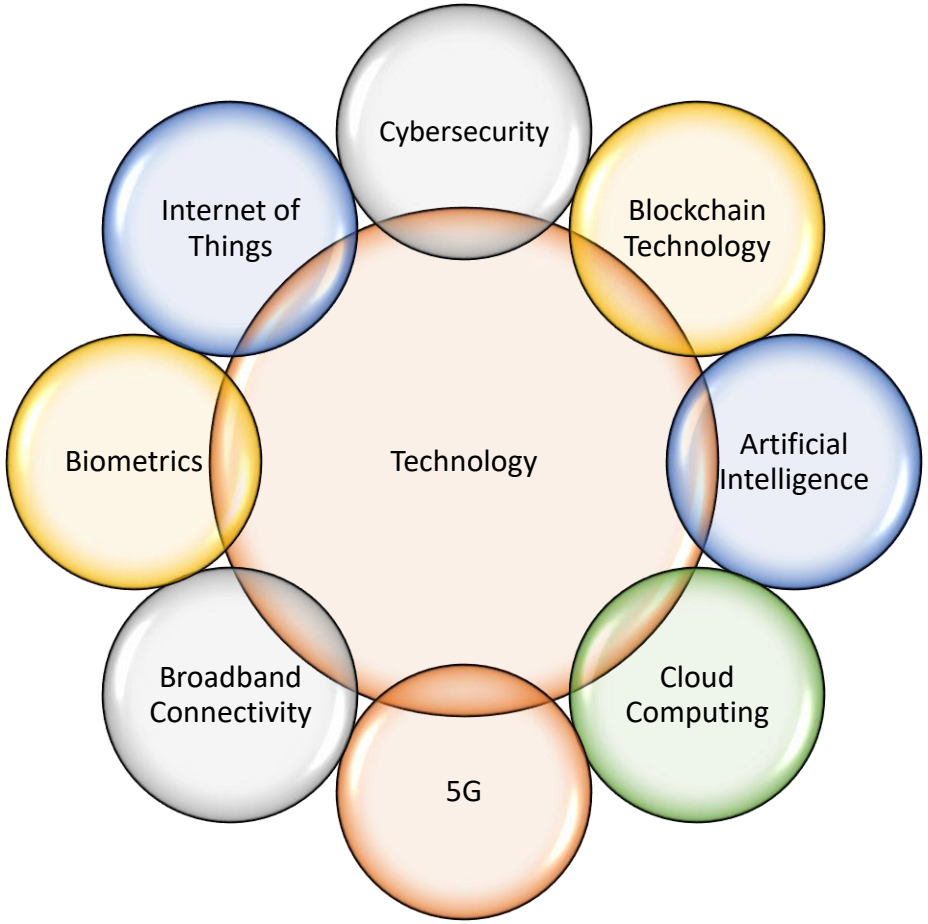
Evolution of Technology

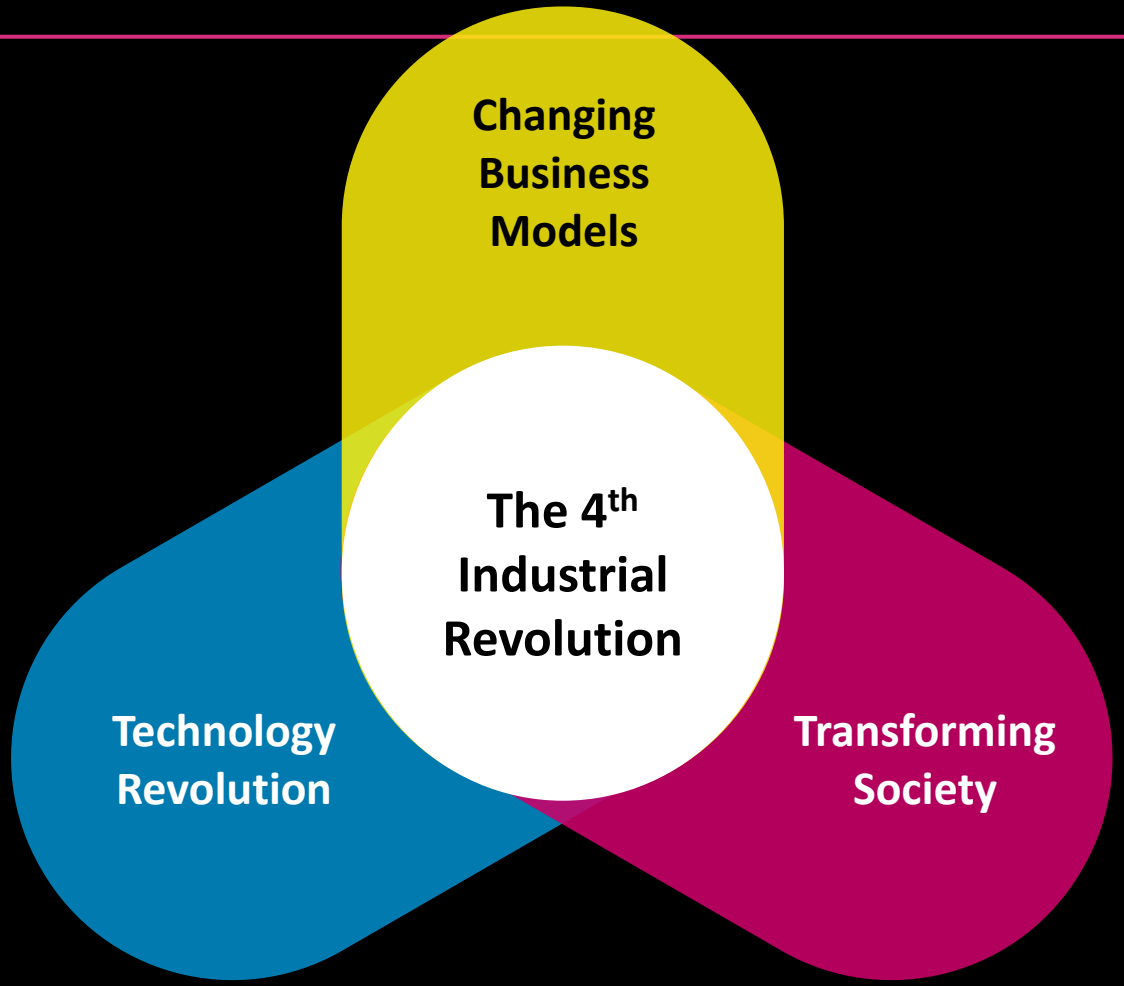
Technological change over the ages



ICT Technology Drivers



Understanding the 4th Industrial Revolution



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E- Governance

E-GOVERNMENT

The term "e-Government" refers to all government initiatives that successfully integrate businesses into the digital economy.

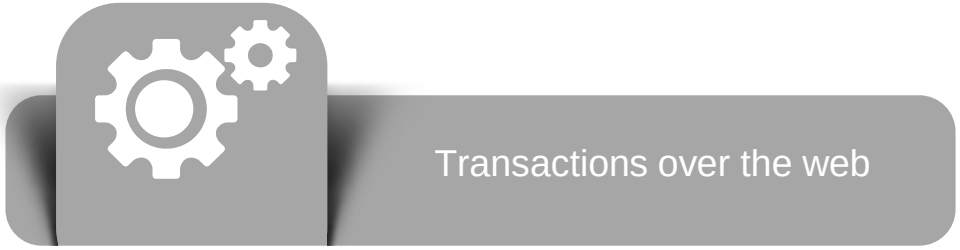
E-government has emerged as a widely accepted paradigm, including the use of IT to enhance transparency, swiftly deliver information to all residents, increase administrative effectiveness, and enhance public services like power, transportation, health, water, security, and municipal services. Information and communication technologies (ICTs) have developed into strategic management tools in emerging nations during the past twenty years.

E- Governance Framework

Our digital future starts here.

Extensive Deployment of Digital Infrastructure.

Basic Email & downloads of forms.



High network reliability and resiliency; Security

Standardization and Interoperability.

BEST PRACTICES

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- A best practice can be defined as an increased efficiency of the system for dissemination of the information, delivery of services and assisting in public decision making.
- A best practice is a standardized technique, method or a process that has proven themselves to accomplish tasks over a period of time.
- The UN defines a best practice as successful initiatives towards improving people's standard of life.
- A best practice originates as a result of effective partnership between public and private entities and is socially and culturally self-sufficient.
- Governments all around the world are striving to deliver high-quality services with the help of already established best practices in both public and private sectors

Key Characteristics of Best Practices

There are six key similarities among best practices :

- Constant focus on improvement in quality, costs and delivery of the e government services.
- Closer interaction with the citizens
- Closer interaction within the service providers
- Increased and effective use of technology.
- Greater flexibility and Less hierarchical organization
- Promoting continuous learning, teamwork, participation and flexibility

Best Practice Models

- **Variety and best practice (VBP) model.**
- Based on software engineering concepts of UML and Use cases.
- Each operation can be viewed as a sub part of other operation.
- Each operation must provide some meaningful output.

UK

- **CIVIC IDEA model**
- Citizen Centric Model
- Simple and effective tools for executing e government strategies
- A standardised best practice can act as a template for other e government services
- Using standardised technology which are operational with other systems

UAE

- **Strategic framework of e-government model**
- Can act as a Generic framework for any e government strategy
- Individual service to the citizen
- Subdivided into Front office and back office which contain framework modules

EU

Use Cases

E-Governance. Use cases

Education (E-learning)

Elections (Biometrics AI, Electronic Voting)

Taxation and Revenue Collection

Health (Telemedicine)

Security (National emergency number 112)

Banking (E-Naira, BVN)

Traffic Control Management

E-governance Applications to elections

Kenya Elections

Following the death of more than 1,100 people in violence after the 2007 election, technology was proposed as a way of bolstering transparency around polls and reducing the delay in announcing results.

The 2013 and 2017 elections therefore saw results transmitted electronically and biometrics used to register voters and identify them.

Biometric voter registration has been a success, boosting the electoral roll from 14.3 million in 2013 to 19.6 million in 2017.

About 22 million Kenyans voted on August 9.

Technology was deployed in Voters registration, voters verification and electronic transmission of results

2023 Nigeria Elections

INEC is deploying electronic transmission of results in 2023 Election. This means results counted at polling units are immediately uploaded to INEC's result portal in real time

Smart Ambulance and Artificial Intelligence in E-governance

- One of Europe's biggest ambulance manufacturers, WAS, develops 1,300 vehicles a year using the latest developments in technology to ease the handling of patients and care. The vehicles use a variety of virtual onboard "assistants" to ensure the highest efficiency during rescue operations. Governments use these ambulances to deploy healthcare across Europe.
- In Britain, the government uses artificial intelligence to help direct traffic light management systems in order to speed emergency crews through congested city streets.
- Liverpool-based tech firm Red Ninja is partnering with the government and has developed an algorithm called Life First Emergency Traffic Control (LiFE) that enables paramedics to use real-time data about congestion to manipulate traffic.

E-governance in Healthcare in Africa

In Nigeria, the Federal government through the National Health Insurance Scheme (NHIS) launched the National Mobile Health Insurance Programme (NMHIP) and MHealth on 21st July 2014 using mobile telecommunications infrastructure within Nigerian cyberspace as platform for enrolling additional health insurance beneficiaries.

The system leverages existing mobile telecoms subscriber database (including biometrics) as initial data for populating the mHealth platform.

It ensured that business intelligence and analytics achieved using Health Information Exchange (HIE) to aggregate health care information electronically.

The system also facilitated secure mobility of health data.

In Uganda, the government has launched an Mtrac project to digitise the transfer of Health Management Information System (HMIS) data via mobile phones

In Kenya, the government is partnering with MypocketDoctor using decentralised blockchain technology to offer healthcare services to Kenyans. They have done 150,000 medical consultations and recruited more than 50,000 Medical specialists to provide medical services on the app.

The Impact of COVID-19 on E-governance in Education in Nigeria

Education in Nigeria suffered a tremendous setback due to the COVID-19 nationwide lockdown

All primary, secondary and tertiary public educational institutions were shutdown as students were unable to receive education due to the unavailability of the ICT infrastructure to promote distance learning

UNICEF reported that schools for more than 168 million children across the globe were completely closed for almost a full year due to COVID-19 lockdown.

UNESCO further reported that more than 888 million children worldwide continue to face disruptions in their education due to school closures.

With E-governance in education, these numbers can be tremendously reduced

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Focus Areas for Nigeria

Declare State of Emergency

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Hunger

- Property Rights
- Supply Chain Management
- Citizen Action

Security

- Emergency Number -112
- Repositories
- Identity Management

Education

- Connectivity
- Content
- Evaluation

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Q & A

THANK YOU

27 SEP 2022