OVERVIEW OF E-GOVERNMENT:
FRAMEWORK
FOR
PUBLIC SECTOR ADMINISTRATION

By

Mr. Temitope FASHEDEMI
(Director, e-Governance)
Federal Ministry of Communications
PRESENTATION OUTLINE

- Background
- Public Service
- Why Reform?
- e-Government
- e-Government Framework
- e-Govt as a Reform Tool
- Expected Outcome
• The primary purpose of Government is to ensure the Welfare and Security of all Citizens – (1999 Constitution)

• It is a fundamental requirement for government to build trust with citizens as the absence of trust may result in undermining - the rule of law; legitimacy of government decisions; support for government policies etc.

• Government is generally expected to respond to social change, address public concerns and manage public funds efficiently.

• These expectations are now highly pronounced with the growth and widespread adoption of Information Communication Technology (ICT).
• The Civil Service is the machinery through which Government delivers on its Policies and Programmes.

• Recently, top government functionaries (including Mr. President) have lamented the decline in productivity of the Public Service.

• Last year government issued several “Executive Orders” – (e.g. EO-001 ‘to improve Ease of Doing Business’) all to be implemented by Civil Servants.

• *Are we adding value?*
Are we adding Value?

• What is Value Adding/Addition?

• Benefits of Value addition?

• What is required for Value Addition?

• What happens when there is no value added?
Are we adding Value?

Value Added
- Can’t happen
- Perfect (Spot On)

Non Value Added
- Stop Activity

Unnecessary
- Reduce
- Integrate
- Simplify
- Eliminate

Necessary
Expectation from good Public Administration

• Successful policy outcomes

• High quality of services

• More efficient use of public funds

• More efficient government processes

• Greater engagement with citizens and businesses

• Improvements in various performance indicators etc.

• Committed, Motivated and highly effective workforce.
Why Is Reform Important?

• Government is expected to respond to social change, address public concerns and efficiently manage public funds.

• To change the orientation of government workers to be customer-centric; business-like; engage citizens and earn the public trust as they perform their duties.

• Public service reforms has been on the agenda for several years and has been manifested through various government programs.

• Adoption and implementation of various e-Government strategies can help accelerate reforms; however this is often difficult due to resistance to change and slow adaptation attributable to inherent bureaucratic practices.
e-Government (Earlier Attempts)

• National ICT4D Strategic Plan
  – Commissioned by NITDA in 2003
  – Collaboration with UNECA
  – Published in 2010

• Nigerian National e-Government Strategy
  – Published in 2011
  – Key into NEEDS (2011 – 2015)

• Delayed Completion/ Lack of diligent implementation
  – Fluid and rapidly changing ICT/Telecommunications environment
  – Most of the underlying assumptions had changed
  – eGovernment treated as a sector in ICT4D plan (like Health, Education etc.)
  – While identifying PPP as best practice, the e-Govt aspect was essentially outsourced with no direct oversight by any government entity
  – The document was essentially left unimplemented...
What is e-Government?

- e-Government is the use of ICTs as a tool to facilitate improved service delivery between government and its ‘customers’

- UN: Utilizing the Internet and the world-wide-web for delivering government information and services to citizens

- EU: The use of ICTs in public administrations combined with organizational change and new skills in order to improve public services and democratic processes and strengthen support to public policies.
Recognition of Importance of e-Government

- Facilitate universal, ubiquitous and cost effective access to communications infrastructure throughout the country

- Promote the utilization of ICT in all spheres of life to optimize the communications infrastructure – digital content creation, domestic software applications and the delivery of private and public services over the Internet

- Promote and facilitate the development of the ICT industry and increase the contribution of the ICT industry to GDP

- Utilize ICT to drive transparency in governance and improve the quality and cost effectiveness of public service delivery in Nigeria
• Benefits of e-Government include:

  – Improved Public administration
  – Enhanced Transparency & Accountability
  – Efficiency in Service Delivery
  – Cost Savings
  – Improved Economic Development
  – Promote the growth of ICT sector
ICTs in Government: MDA websites standardized

Before

After
ICTs in Government: 1-GOV.net enabled services

- The FMCT launched a single window portal access for Citizens to gain access to Government information and services.
- **1-GOV.net** infrastructure provides a secure and reliable platform for this portal along with all other websites of Government agencies.

- Company Registration Portal implemented in partnership with Ministry of Industry, Trade & Investment.
- CAC services (Company registration, Name search etc.) can now be accessed online, 24/7 from anywhere in the world.
- CAC Online Registration portal is also based on the shared platform.
ICTs in Government: 1-GOV.net enabled services

- eCouncil is an Electronic Document Management and Automation System for the Federal Executive Council –
- **1-GOV.net** infrastructure provides a robust record keeping and memoranda generation system that improved executive efficiency across all Ministries

- **Government Wide Messaging and Collaboration**
  - For the first time in Government History, Civil Servants in Ministries have access to secure email services for improved productivity

- **Connected Government**
  - Pilot group of Civil Servants in select Ministries have access to toll free intercom services and video conferencing for better collaboration and productivity
ICTs in Government: 1-GOV.net enabled services

- Over 5 million international passengers are processed through Nigeria’s airports annually
- **1-GOV.net** infrastructure provides real-time connectivity between border control points, airports and a central processing server as well as with oversight systems within the Security Agencies

- The Nigerian Government provides bridging assistance for the transportation of petroleum products to maintain uniform prices across the country
- Over 1,000 trucks are processed daily. All transactions are processed in real time over **1-GOV.net**

- The Federal Road Safety Commission has improved turn around time on drivers license processing (renewals and issuance) through the deployment of over 300 Licensing Centers Nationwide
- **1-GOV.net** infrastructure is supporting all centers through real time connectivity to the FRSC Head Office

- The Nigerian Customs Service recently deployed a Pre-Arrival Assessment Report system to improve speed and reliability of clearing imported goods.
- **1-GOV.net** provides connectivity services to support the 24/7 Helpdesk platform
e-Government Framework

World Class Government

- Competent Government
- Transparent Government
- Efficient Government
- Service-oriented Government

Openness | Sharing | Communication | Collaboration
**e-Government Framework**

**Vision**
- World Class Government

**Attributes**
- Transparency
- Efficiency
- Quality of Service

**Objectives**
- Enhanced Presence
- Transactional Presence
- Connected Presence

**5 Policies**
1. Committed & Visible Leadership
2. Mass Literacy of ICT & e-Government
3. Substantial and sustained Budget for e-Government
4. Global Standard e-Government Infrastructure & Service
5. Government Process Reengineering

**10 Strategies**
1. Establish the Presidential Committee on e-Government
2. Identify e-Government Champions
3. Expand Capacity Building of e-Government
4. Publicity of e-Government Initiatives
5. Draw Special Budget on e-Government
6. Create Variety of Funding Sources
7. Develop Adequate Infrastructure & Application
8. Strengthen R&D and Education in ICT
9. Establish Legal Framework for e-Government
10. Establish Organizational Framework for e-Government

© 2018 Federal Ministry of Communications
Functions of Presidential Committee

• Provide overall leadership and political will
• Ensure alignment of e-Government programs with overall Government policy direction
• Promote e-Government as a National Agenda
• Ensure substantial and sustained Budget to drive implementation - identify variety of funding sources
• Establish organizational framework for e-Government roadmap implementation
• Promote the legislation of an e-Government Act
• Coordinate the implementation among the relevant MDAs to ensure collaboration
• Resolve problems that may arise, including financial & legal
• Serve as high-level e-Government champions

© 2018 Federal Ministry of Communications
President Committee on e-Government
(proposed membership)

- His Excellency, Mr. President - Chairman
- His Excellency, The Vice-President - Deputy-Chairman
- Secretary to the Government of the Federation
- Head of Civil Service of the Federation
- The National Security Adviser
- Hon. Minister of Communications
- Hon. Minister of Finance
- Hon. Minister of Budget and National Planning
- Hon. Minister of Industry, Trade and Investment
- Hon. Minister of Education
- Hon. Minister of Health
- Hon. Minister of Agriculture
- National Information Technology Development Agency
- Galaxy Backbone Limited
- NEC (Representation from States)
The overall purpose and rationale of the master plan for e-Government in Nigeria is to strengthen the transparency, the efficiency and the quality of public administration.

- Better Quality of Life for All
- Sustainable Economic Growth
- Safe & Secure Lives
- High Performing Government

**World Class Government**

- Competent Government
- Transparent Government
- Efficient Government
- Service-oriented Government

---

**Customized Service**

**Job Creation**

**Creative Economy**
• It is pertinent to make clear that e-Government is not an end in itself, but a tool to facilitate better government (i.e. Public Administration)

• The expected promise of e-Government will not be achieved by just introducing ICT in government, but by using ICT as a tool to transform the structures, operations and culture within government.
It is interesting to note that Reform and e-Government share a symbiotic relationship viz –

Reform (Change Management) is necessary for e-Government to deliver on its promised outcomes.

E-Government is an enabler of Reform (improved performance of the public service).

Mutually Reinforcing
e-Government Framework – *(Enhanced)*

- **World Class Government**
  - Enterprise Content Management
  - Competent Government
  - Efficient Government
  - Service-oriented Government
  - Entrepreneurship Culture & Commercial Orientation
  - EPIC Culture
  - Transparent Government
  - Welfare & Benefit Packages

- **Efficiency**: Openness, Sharing, Communication, Collaboration

© 2018 Federal Ministry of Communications
Expected Outcomes?

• From the foregoing we can deduce that e-Government is a major enabler of any government reform as it helps to achieve the following:
  • Simplify administrative processes
  • Improve transparency in government processes
  • Helps to deliver services more efficiently
  • Facilitate the integration of services and processes across government MDAs
  • Enable seamless interaction with government
CBP: e-Government Courses/curriculum

1. Five Courses:
   - Executive Course I (One Day)
   - Executive Course II (Two Days)
   - Professional Course (Five Days)
   - E-Security Course (Five Days)
   - Train-the-Trainers Course (Five Days)

2. Seventeen Subjects
   - Principle of e-Government I – II
   - Components & Promotion Strategies of e-Government
   - Information Resource Management (IRM) I - II
   - Laws and Institutions
   - Country Case Studies on e-Government Development
   - Safe e-Government I – VII
   - Project Management
Design Layout: e-Government Training Centre

Exterior view

Interior view

© 2018 Federal Ministry of Communications
A Civil Service that is:

- Responsive to citizens and customers in the implementation of Government policies, in an efficient and seamless manner, using high-level communication tools in a fully networked, knowledge-based work environment through effective utilization of Information Technology and improved capacity and skill-set of the workforce...
Thank You