

Leveraging on Technology for Strategic Advantage

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Established in
2004

Mandated to provide a
coordinated approach
to ICT Strategy &
programmes

Domiciled in the Office of the President
for coordination and leadership

Directorate of e-Government

**The Presidency and
Cabinet Affairs Office**



ICT Secretary


**Programmes,
Policy &
Standards**

Shared Services

**Information
Security**

**E-Gov
Capacity**

The Directorate of e- Government

- 
- Government Common Core Network
 - Government Data Centre
 - County Connectivity Project
 - Government Unified Messaging System
 - Capacity building
 - Policy and Standards
 - PMO
 - Automation Audits

Current Projects

- The functions of government
- Leveraging technology
- International best practice
- Some key e-Government strategies

Agenda

- **ORDER AND PROTECTION:** Military, Police, Justice, Correctional services, State security, Civil defence, Traffic police
- **SOCIAL WELFARE:** Health, Social security, Education and training, housing, Sport, recreation & culture...
- **ECONOMIC WELFARE:** Economic regulation & order, Development, Provision & maintenance of economic infrastructure (transport, telecommunications etc.), establishment & operation of public corporations, job creation
- **AUXILIARY FUNCTIONS:** Finance, planning, M&E

The functions of government

- Building and maintenance of roads
- Building and maintenance of stormwater drainage systems
- Reservation of land for and maintenance of cemeteries of crematoria
- Building and maintenance of parks
- Provision of water
- Provision of electricity

Products and services of local governments

- Abattoirs
- Refuse removal
- Laying maintenance and operation of sewerage systems
- Provision of health services
- Protection of the environment
- Community development, housing and slum clearance
- Town and city planning
- Licences such as trading and business licenses

Products and services of local governments cont...

- Passenger transport services
- Fresh produce market
- Library services
- Car parking services
- Others (depending on the interests of the community)

Products and services of local governments cont...

- Need for planning, execution, monitoring & evaluation and learning
- Breadth of administrative requirements
- Constitutional requirements (financial reporting etc.)
- High expectations of the public (articles 6, 35, 232 of the Constitution of Kenya 2010 etc.)
- Need for stakeholder consultation, communication and transparency, access to services, quality service delivery, redress for poor service delivery
- Value for money

The functions of government

- 
- Brazil
 - Belgium
 - South Korea
 - Singapore

International best practice

- Integrated citizen services through Poupatempo Centres
- Use warehouses, stations and other existing buildings
- Equal service for all
- Customer service is organized by one agency
- One agency manages the ICT used by the centres
- Ministries / counties manage their own systems

Brazil (Sao Paulo)

- CIPAL is an agency co-owned by counties
- Develops, procures and manages ICTs on behalf of almost 300 local authorities
- Beginning to sell its products
- Willing to assist Kenya to set up a similar agency

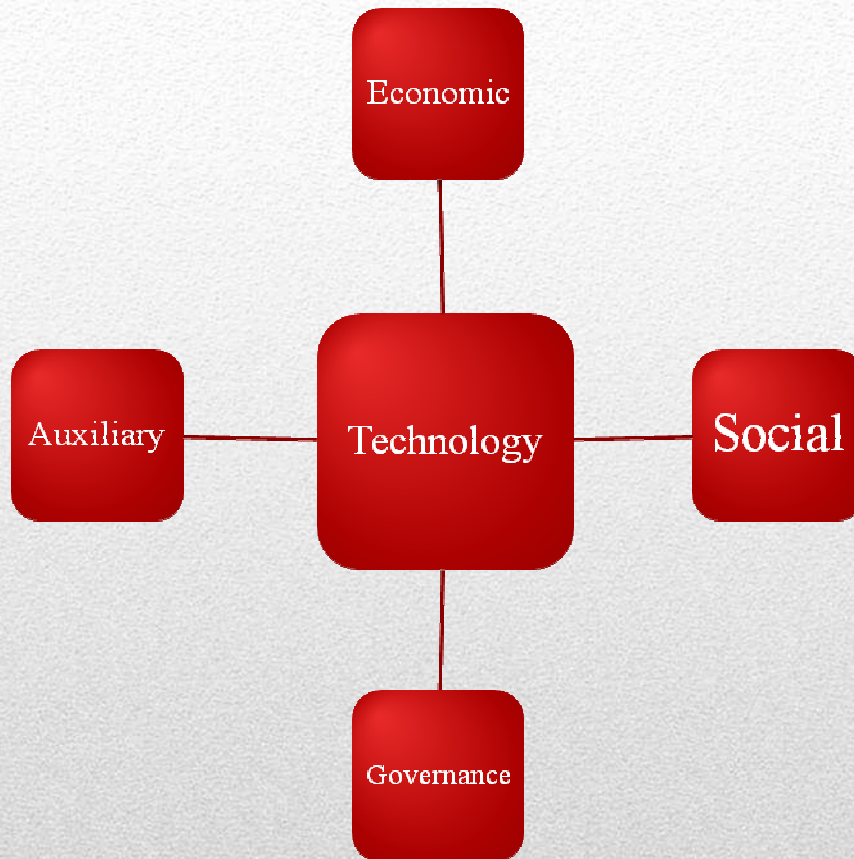
Belgium

- NITA is a government-owned agency which handles ICT infrastructure and systems in a shared fashion for all government agencies
- Focus on one stop shops
- Has many citizen-awareness programmes
- Many citizens access public services through their mobile phones
- Is rated number one globally in e-Government

South Korea

- Formed a consultancy / oversight body called IDC
- All ICT staff in state organs are seconded by IDC
- IDC maintains standards
- Work closely with private companies in which there is a small percentage of state ownership
- Sell consultancy services to other countries while the companies sell products
- Always in first 3 globally in e-Government

Singapore



Meet requirements

Improve efficiency


Simplify processes

Innovate

Improve access

Create opportunities


Leveraging technology

- 
- Championship
 - Plans and strategies
 - Infrastructure
 - Data
 - Human capacity
 - Maintenance
 - Performance and value measurement

Leveraging technology: Sustainability

- Proposing the incorporation of a company (KeGA) owned by counties to take care of common programmes
- Proposing the company would be governed through the Summit
- A Government CIO would deal with legal, policy, strategy and standards whereas implementation and maintenance would be done by KeGA

Key e-Government Strategies: Organisation

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- Draft standards are available for 12 areas
 - A key policy is being developed for software licensing
 - Capacity building of technical staff will be carried out to ensure that they are familiar with and conform to the standards

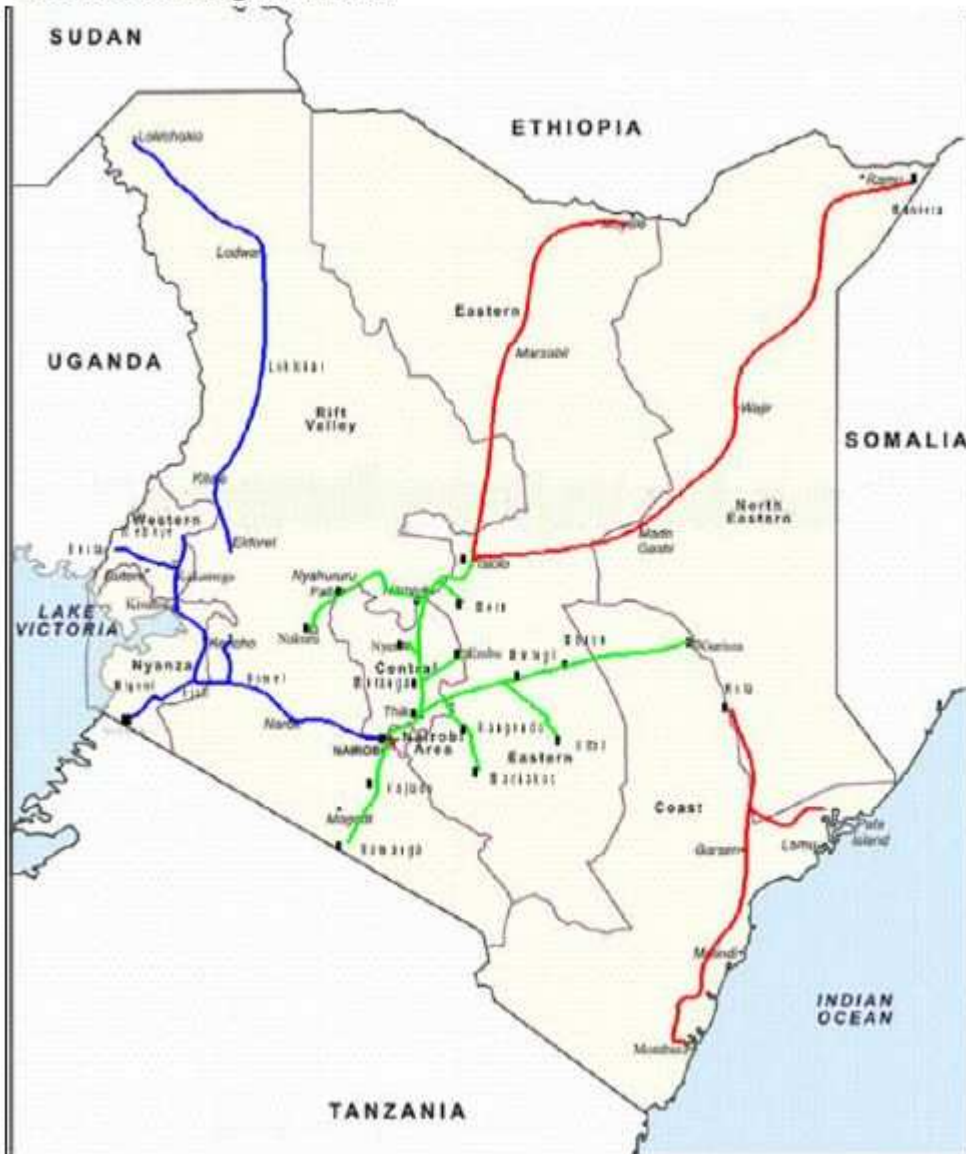
Key e-Government Strategies: Policy & Standards

- Leverage on NOFBI to connect 29 counties by the end of this month
- Data Centre is available to securely host websites, portals and cloud services
- GCCN connects most ministries
- Local area networks are being implemented in 32 counties
- Phase 2 will address remaining counties

Key e-Government Strategies: Infrastructure

NOFBI

National Coverage Of NOFBI



- Cloud services enable counties to procure systems on a pay-as-you go model
- It is possible to avoid over-investing in infrastructure and human resources while using world-class systems
- A policy decision is required for this route to be taken

Key e-Government Strategies: Cloud Services

- Ease of doing business rankings are improved by having one stop shop
- Integrated service delivery through a public service “supermarket” where all services are delivered under one roof (or one telephone number or one portal)
- Counties can host national services
- Data sharing is required

Key e-Government Strategies: Integrated Service Delivery



PIMA na SEMA Click your choice.

How was the service today?

Excellent Fair Poor

What gender are you?

Female Male

Do you have a physical or mental disability?

Yes No

Press to report corruption Press to finish

NBI_KGM_01
Kangemi CSC
Nairobi

Agent: 24568
Maria Atieno

4 December, 2011
13:51:32

Customer input status

Finish

Integrated Delivery

Huduma Easy as 123

Home Services My Safe Box Email

Citizen Profile

1. Register for an account 2. Personalise account 3. Select & utilise services

My Profile

Name: ken j edero
Email: ken@gmail.com
Postal: 14462 00200
Phone: 700112347
Id No: 22179860

My Services

☐ Tax Compliance
☐ Prohibited and Restricted Goods
☐ Company and Business Name Search
☐ Business Registration Information

My Links

☐ yahoo
☐ facebook

Personalise services

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BRAND KENYA



- “Learn and do” workshops (Web Design)
- Certificate courses for users, technical staff, and citizens
- Some critical courses have been designed for electronic learning
- Comprehensive survey of human capacity has been carried out in all counties

Key e-Government Strategies: Capacity building



- Thank you for your attention

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