



NIGERIAN E-GOVERNMENT MASTERPLAN: CHALLENGES, OPPORTUNITIES & PROTOCOLS IN FEDERAL PUBLIC SERVICE

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PRESENTATION OUTLINE

- *Background*
- *Public Service*
- *e-Government*
- *Nigerian e-Government Masterplan*
- *Challenges*
- *Opportunities*
 - *e-Government as a Reform Tool*
- *Protocols*
- *Conclusion*



BACKGROUND

- The primary purpose of Government is to ensure the Welfare and Security of all Citizens – (Nigerian 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).



PUBLIC SERVICE

- The Public Service is the machinery through which Government delivers on its Policies and Programmes.
- The Public Service serves as the institutional memory to ensure continuity in governance.
- Recently, top government functionaries (including Mr. President) have lamented the decline in productivity of the Public Service.
- Resulting in issuance of several “Executive Orders” – (e.g. *EO-001 ‘to improve Ease of Doing Business’*) - to be implemented by Public Servants?
- ***Are we adding value?***

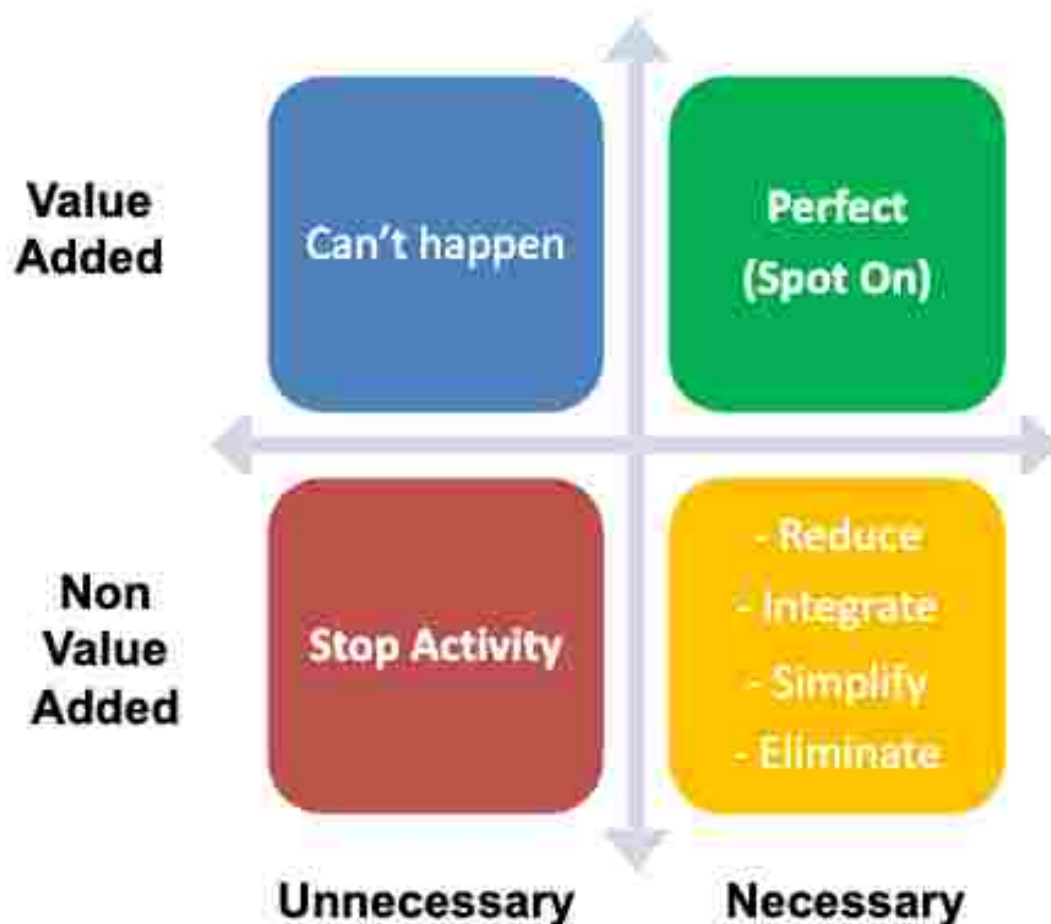


Are we adding Value?

- What is Value Adding/Addition?
- What is required for Value Addition?
- What happens when there is no value added?



Are we adding Value?





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.



E-GOVERNMENT

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.



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...



e-Government - Importance

Mandates of the Ministry of Communications

- 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***



e-Government: Importance

Economic Recovery and Growth Plan (ERGP)

“Leverage Technology to improve Public Service productivity by implementing e-Government across all government bodies”.



- *Benefits of e-Government adoption 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.NG enabled services



- The FMCT launched a single window portal access for Citizens to gain access to Government information and services
- **1-GOV.NG** 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.NG enabled services



- eCouncil is an Electronic Document Management and Automation System for the Federal Executive Council –
- **1-GOV.NG** 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.NG enabled services

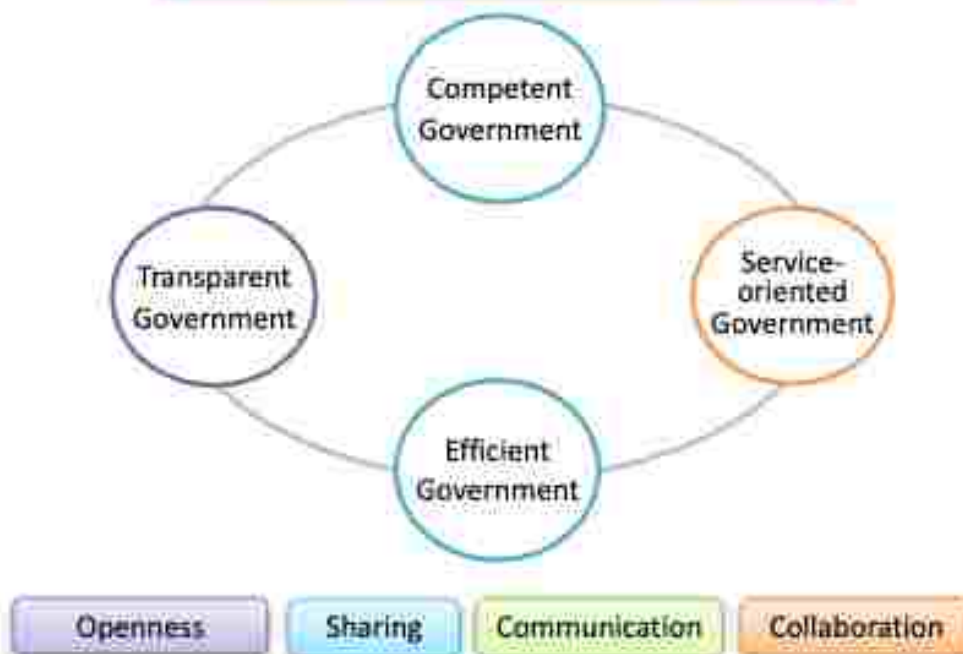


- Over 5 million international passengers are processed through Nigeria's airports annually
- **1-GOV.NG** infrastructure provides **real-time** connectivity between border control points, airports and a central processing server as well as with oversight systems within the Security Agencies
- The Nigerian 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.NG**
- 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.NG** 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.NG** provides connectivity services to support the 24/7 Helpdesk platform



e-Government Vision

World Class Government





Nigerian e-Government Master Plan

Vision

World Class Government

Attributes

Transparency

Efficiency

Quality of Service

Objectives

Enhanced Presence

Transactional Presence

Connected Presence

Policies & Strategies

5 Policies

10 Strategies

Committed & Visible Leadership

Mass Literacy of ICT & e-Government

Substantial and sustained Budget for e-Government

Global Standard e-Government Infrastructure & Service

Government Process Reengineering

1. Establish the Presidential Committee on e-Government

3. Expand Capacity Building of e-Government

5. Draw Special Budget on e-Government

7. Develop Adequate Infrastructure & Application

9. Establish Legal Framework for e-Government

2. Identify e-Government Champions

4. Publicity of e-Government Initiatives

6. Create Variety of Funding Sources

8. Strengthen R&D and Education in ICT

10. Establish Organizational Framework for e-Government



e-Government Masterplan - Implementation

Phase	Stage	Initiative/Activities	Main Ministry	2014	2015	2016	2017	2018	2019	2020
Infrastructure & Resources	1	Develop a Solid Plan of Investment (Strategy)	EMIT	Telecom (ICT Regulator)	Telecom Lead Regulator	Cabling Building	Cabling Building	Cabling Building	Cabling Building	Cabling Building
	4	Conduct Feasibility Studies for e-Governance	EMIT NITDA/ICTP NCC/NTCA/NTA	Telecom (Regulator)	Telecom (Lead Regulator)	Telecom (Lead Regulator)	Telecom (Lead Regulator)	Telecom (Lead Regulator)	Telecom (Lead Regulator)	Telecom (Lead Regulator)
Institution Building	1	Establish Stakeholder Committee of ICT/e-Governance	EMIT	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	2	Build the Operational Organizational Structures in Government Implementation	EMIT	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
Budget Implementation	2	Develop Capacity Building Program	EMIT NITDA NCC/NTCA/NTA	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	5	Support Procurement in ICT and Increase Capacity of all Stakeholders	EMIT, NITDA, NCC, NTA, NTA, NTA	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	2	Develop Information Access Center	EMIT (NITDA)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	6	Develop Procurement in ICT and Increase Capacity of all Stakeholders	EMIT, NITDA, NCC, NTA, NTA, NTA	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
Performance Monitoring & Review	1	Plan, Define, Manage, Control	EMIT	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	2	Monitor Strategic Goals	EMIT	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
Delivery Realization	1	Implementation of projects	EMIT & Relevant MOAs	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	2	System process realization for e-Governance	EMIT, NITDA, NCC, NTA, NTA, NTA	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
Management & Control Factors	6	Check and Update e-Governance Implementation	EMIT, NITDA	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	7	Monitor through ICT and Security Audits	EMIT, NITDA	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	8	Improve Governance Integrated Data Center	EMIT (NITDA)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	12	Develop e-Signature/Authentication	EMIT (NITDA)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	14	Develop Standard Software Framework for e-Governance	EMIT (NITDA)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	15	Develop Security for e-Governance	EMIT (NITDA)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	16	Develop Policy for Information Security	EMIT (NITDA)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	17	Develop e-Procurement, e-Taxation, e-Customs & Excise, e-Health, e-Agriculture, e-Transportation & Mining	EMIT & Relevant MOAs	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	18	Develop e-Governance System	EMIT, NITDA	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	19	Public Information Warning System	EMIT	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
Evaluation & Review	1	Develop monitoring mechanism & evaluation criteria	EMIT	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	2	Plan and Budgeting operation & maintenance	EMIT	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
Implementation & Review	1	Monitor the system utilization of the users	EMIT	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)
	2	Develop monitoring mechanism & evaluation criteria	EMIT	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)	Telecom (Regulator)

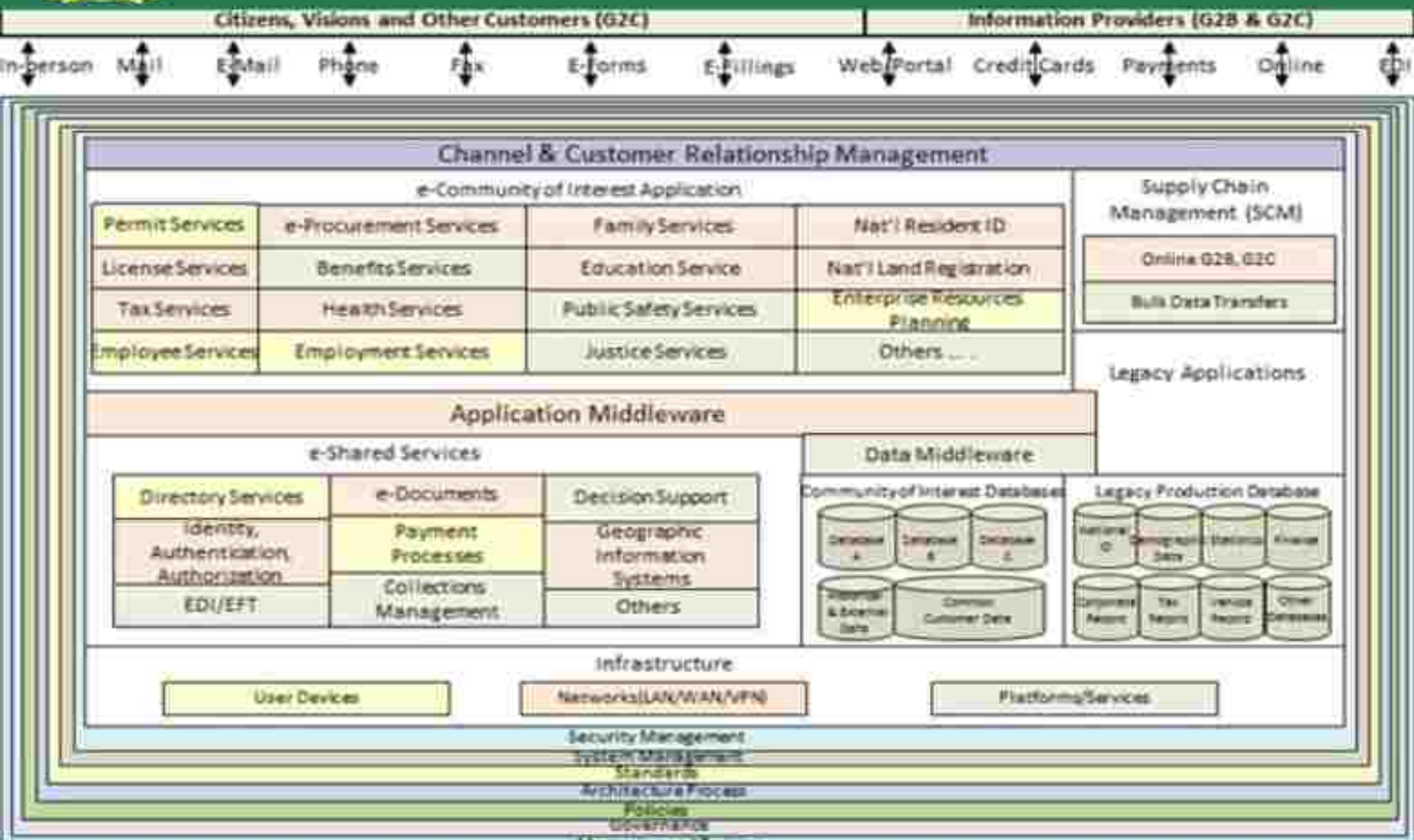


e-Government Master Plan - Implementation

Subsystems	Components	25 Initiatives	
Social Subsystem	Governance	1. Establish Presidential Committee on ICT/e-Government	
		2. Develop a talent pool of e-Governance champions	
		3. Develop capacity building program	
		4. Conduct publicity campaign for e-Government.	
		5. Develop Information Access Center	
		6. Expand education in ICT and enhance quality of ICT education	
	Financial Resources	7. Create and utilize e-Government promotion fund	
		8. Funding through a variety of financing instruments	
	Legal and Regulatory Arrangement	9. Laws necessary for e-Government	
		10. General laws for the information society	
	Organizational Structure	11. Build the dedicated organization structure for e-Government implementation	
Technical Subsystem	Infrastructure & Technology	12. Improve Government Integrated Data Center	
		13. Develop e-Signature/Authentication	
		14. Establish Standard Software Framework for e-Government	
	Service Application	15. e-Finance (GIFMIS/SIFMIS)	24. Seamless Government System 25. Public Information Sharing System
		16. e-Procurement	
		17. e-Taxation	
		18. e-Customs	
		19. e-Education	
		20. e-Health	
		21. e-Agriculture	
		22. e-Immigration	
23. e-Voting			



e-Government Master Plan - Implementation





e-Government Master Plan – *Expected Outcomes*

Components	Classification	KPIs (expected)	
e-Government Development Index	Online Service Index	Emerging	(1) government documents (e.g., policy, legislation) (2) linkage with other agencies (3) providing news and information directory
		Enhanced	(1) interactive online services available (2) downloadable civil application forms (3) video services (4) multi-language services (5) partial online applications (eg., online request, post service)
		Transactional	(1) online applications (2) authentication services (3) e-voting (4) downloadable/up-loadable forms (5) issuance of various certificates and licenses
		Connected	(1) Web2.0 available (2) facilitating communications with citizens (3) integrating multi-agencies services (4) tailored e-services for (5) citizen's whole life and citizen's engagement
	Particular Issues	Environment	(1) information and services available on environment issues (2) engaging citizens into environment issues
		Openness	(1) open portal for public information (2) open data site and its related legislation and institutions (3) open data directory and index available
	Telecommunication Infrastructure Index		(1) PC penetration (2) Internet users (3) telephone line (4) mobile subscription (5) fixed broadband (6) fixed internet subscription
Human Capital Index		(1) adult literacy (2) school gross enrollment rate	
e-Participation Index	e-Information: policy available online	(1) provide information to facilitate citizen's engagement (2) notice of online policy forum schedule (3) online policy information	
	e-Consultation: online participation in policy	(1) collect citizens' opinion and provide feedback for citizen (2) online survey of public opinion (3) online chatting, instant message & blog	
	e-Decision: online policy making	(1) engaging citizens in policy making (2) online forum, online petition & online voting	



NGeGMP: Challenges

- **Delayed Approval of the Strategy Document by FEC**
 - Implementation of certain aspects initiated
 - Inclusion in the ERGP
 - Review of document to start next year
- **Resistance to Change: Individual & Corporate**
 - Capacity Building Program
 - Shared Services Circular/IT Clearance policy
 - Executive Orders
- **Lack of Adequate Funding**
 - Whole-of-Government approach
 - Leverage the Presidential Committee
 - PPP; Private Sector & Donor Funding



Functions of Presidential Committee

- Provide the political will, overall leadership and serve as high-level e-Government champions
- 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



Nigerian e-Government Master Plan

Presidential Committee on e-Government

- Secretary to the Government of the Federation - *Chairman*
- 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 Interior
- 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
- National Executive Council (Representation from State Governments)
- Private Sector Stakeholder Representation



NGeGMP: Opportunities

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

- The expected outcomes of e-Government will be achieved only by using ICT as a tool to transform the structures, operations and culture within government.
- The key attributes of the NGeGMP in alignment with the four pillars of the FCSSIP (2017-2020) of the OHCSF

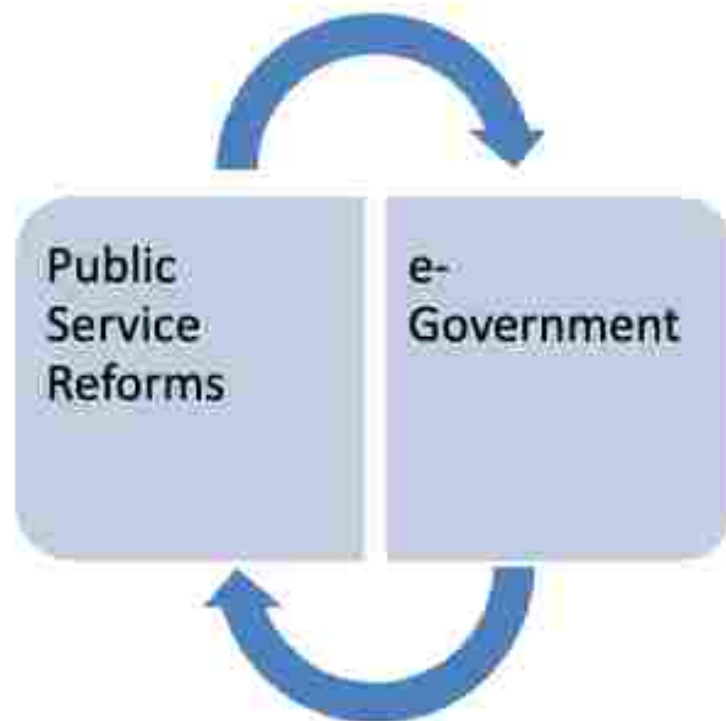


e-Government as a Reform Tool

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

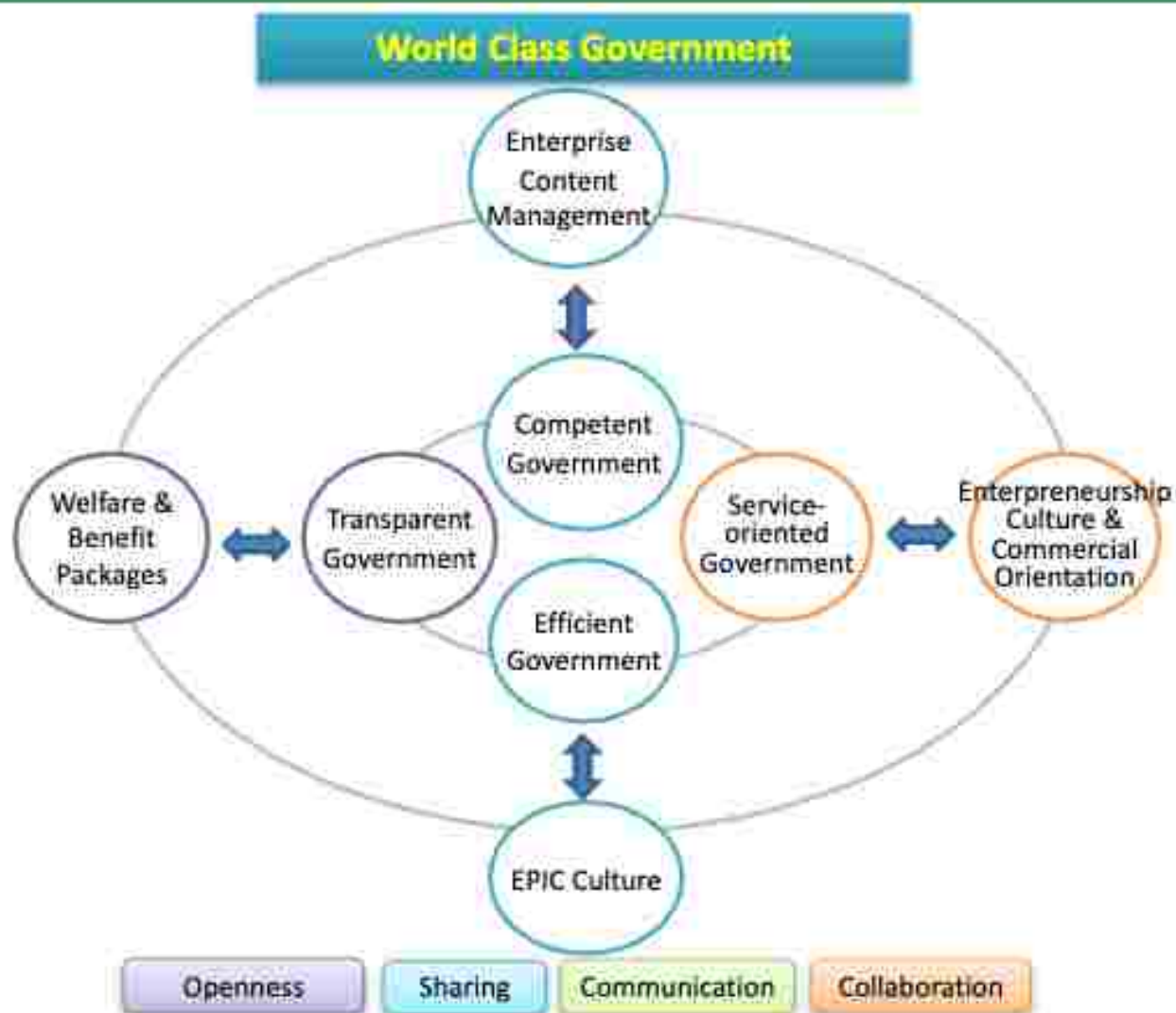
E-Government is an enabler of Reform (improved performance of the public service).



Mutually Reinforcing



e-Government Framework – Reform Agenda





NeGMP: Protocols

- **Pre-Implementation:**
 - Leadership & Awareness
 - Institution Building
 - Benchmarking
- **Implementation:**
 - Vision & Goals
 - Road map
 - Reforms
 - Manage Critical Factors
 - Application Development/Establish standard Software Framework
- **Post-Implementation:**
 - Evaluation
 - Operation
 - Utilization Management



e-Government Master Plan - Critical Success Factors

CSF-1. Adopt the Master Plan of Nigeria e-Government as a National Agenda

CSF-2. Establish Presidential Committee on e-Government and Dedicated Organization Structure for e-Government Implementation

- A supervisory committee shall be established directly under the Presidency
- CIOs shall be designated for central and regional e-Governments, thus creating streamlined support structure.
- Full involvement of Specialized e-Government technical support agencies including NITDA and GBB

CSF-3. Sustained Investment in e-Government – Budget & Funding Sources

- Substantial provision in the national budget for e-Government/ICT implementation every year
- Create special promotion fund to build e-Government projects

CSF-4. Appropriate Institutionalization for Each Phase of e-Government Implementation

- In order to sustain e-Government implementation, appropriate laws shall be enacted during each phase ensuring a positive enabling environment for e-Government.

CSF-5. Public Private Partnership

- Efficient role division with the government taking care of e-Government policy making, IT companies providing technology and skills, and citizens actively participating are key factors in e-Government implementation and utilization

CSF-6. Change Management of Public Officers in Emerging ICT Environment

- A scheme for change management in emerging environment needs to be developed to overcome resistance from the users which primarily caused by the fear of workforce reduction and the avoidance of using information systems.



Conclusion

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



Conclusion

Holistic adoption & implementation of e-Government

Resulting in

Cost Savings through economies-of-scale; improved efficiency; enhanced transparency in public administration while ensuring inherent accountability as well as seamless interaction amongst MDAs in delivery of government services.



e-Government Master Plan – *Expected Outcomes*

- ❖ 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 service *in line with the Economic Recovery and Growth Plan (ERGP)*.

Top 20 Countries in the UN E-GDI

NIGERIA e-Government 2020
World Class Open Government



One of Top Economies in the World

Customized Service →
Job Creation →
Creative/Innovative Economy →

1. Better Quality of Life for All
2. Sustainable Economic Growth
3. Safe & Secure Lives
4. High Performing Government



Conclusion

A Public 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