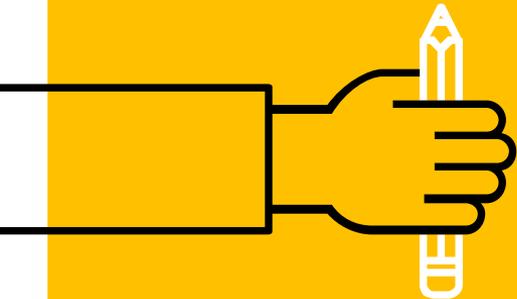
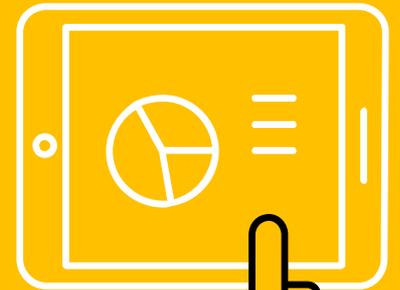


e-Government:

Rise of digital public services



I See Africa Report



INTRODUCTION

The United Nations Development Program (UNDP) defines e-government as the **‘application of information technology in the public administration sector which streamlines and integrates the workflow. That will effectively manage data and information to enhance public service delivery and expand communication channels for engagement and empowerment of the people’**.

Globally various governments are turning to electronic and digital methods to deliver services and communicate with citizens.

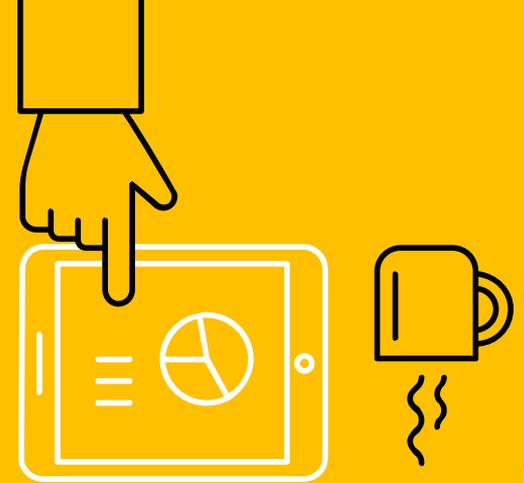
e-Governance is one of the methods that is expected to have an impactful role in making government services more accessible to citizens. The use of e-governance in some cases is expected to reduce corruption and enable citizens the ability to track certain departments and hold them accountable. While the use of e government technology is still in its infancy in the continent, there are some states taking the lead and working on reimagining the distribution of public services.



INTRODUCTION

In 2018 the UN released a report which depicted the adoption of e-governance globally. The report found that more than 30% of African countries ranked low in the global rankings of e government capacity. Aside from the global ranking there are various countries making progress in the continent such as **South Africa, Ghana, Mauritius and Tunisia** with a high e government index. While countries such as **Nigeria, Lesotho, Togo, Rwanda and Cameroon** are said to have made much progress.

This e government report will expand on the countries that have made impactful progress through e governance while highlighting businesses that have worked with governments on e-services. The notion of achieving much success with the provision of digital technology may take years to master as various states migrate to the digital space. One country that has seen much success from digital transformation is Estonia, which is the country leading with the highest ranking of e governance capacity and usage.

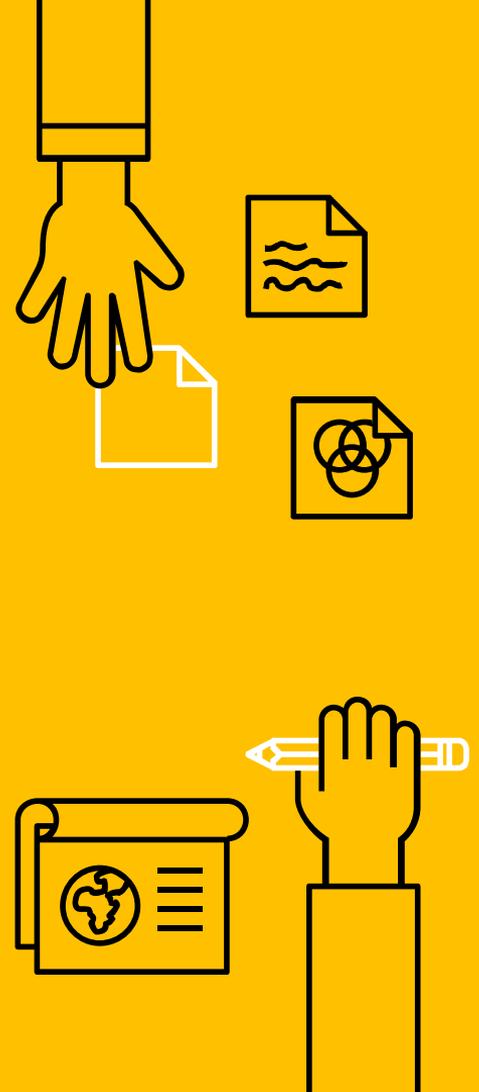


INTRODUCTION

After attaining its independence in 1991 the ruling government developed new government services that were integrated and accessed through the internet via mobile phones.

Today the country offers 99% of all government services online, with 30% of its citizens voting online. The country is said to have saved 800 years of working time per year as a result to digital transformation.

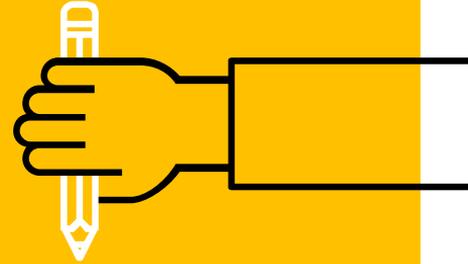
The success of Estonia's e-service is a good example of the success that can unfold when digital transformation is implemented in a manner that complements the environment it is set in. The country has a high mobile phone usage which makes the provision of e services more accessible.



The report will cover:

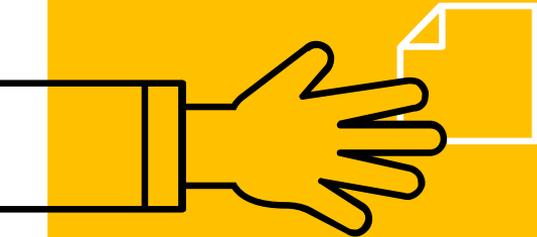
- African countries embracing e-governance: online portals
- Government services go digital
- Companies invest in e-governance
- Report Conclusion





*‘e-Governance is the future of development and without it
African countries will struggle’*

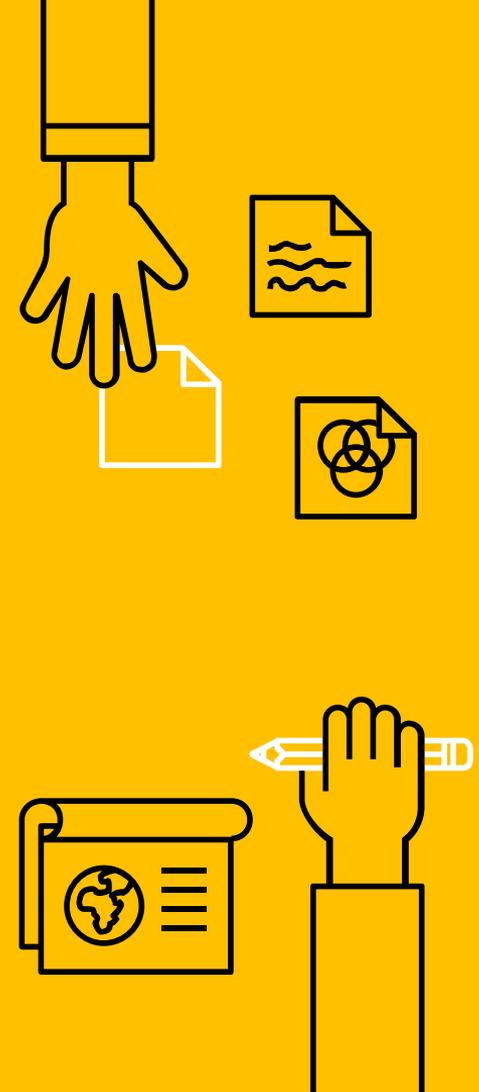
Ben Botolo – Malawi’s Secretary to the Treasury



African countries embracing e-governance: online portals

Estonia has entered in an agreement with the African Union. This agreement will see Estonia's Minister of Foreign Affairs contribute 133 000 euros to the Estonian Association of Information Technology and telecommunication which will support the development of e-governance in African countries. The project will see the creation of technology demo's which officials from various African countries will receive hands on experience and guidance on.

The development and launch of digital government portals has been a starting point for many states. The government sites enable citizens to get direct contact with specific departments, as well as the ability to submit complaints in real time and track the functions of municipalities in designated areas. The following countries listed depict the vast approaches countries have taken with regards to e government portals.



African countries embracing e-governance: online portals

Rwanda

The country's government portal is known as Irembo. The platform is a gateway to government services such as access to criminal records, paying for Mutuelle which is a community-based health insurance. According to Faith Keza, acting chief executive officer of Rwanda Online, the Irembo portal offers 89 public services online with over 4 million Rwandans receiving some form of e service. The government aims to provide full digital services by the end of 2019.



African countries embracing e-governance: online portals

Angola

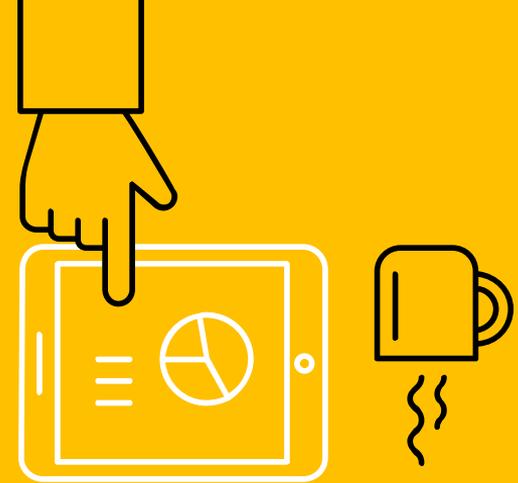
The country provides their e-services through

www.sepe.gov.ao.

The development of this portal is aimed at reducing citizens waiting on delivery of services and encourages digital transformation.

Morocco

The online portal provides citizens with access to government information as well as a space to post views on government performance. The portal has also introduced an e-petitions feature in which citizens can take part in on complaints opposed or calling for policies and regulations.



African countries embracing e-governance: online portals

Cape Verde

The Cape Verde government has developed a web portal as the central point for citizens to connect with the state. With the aim of delivering 24/7 quality public services, citizens are able to engage with certain departments directly online. Citizens are able to interact with:

- The health department as they hold online public consultations with citizens over different policies.
- Department of Justice hosts an online forum in which citizens respond to drafted laws.
- Municipality of Tarrafal de Sa'o Nicdau interact with government on policy and services through online chat.



African countries embracing e-governance: online portals

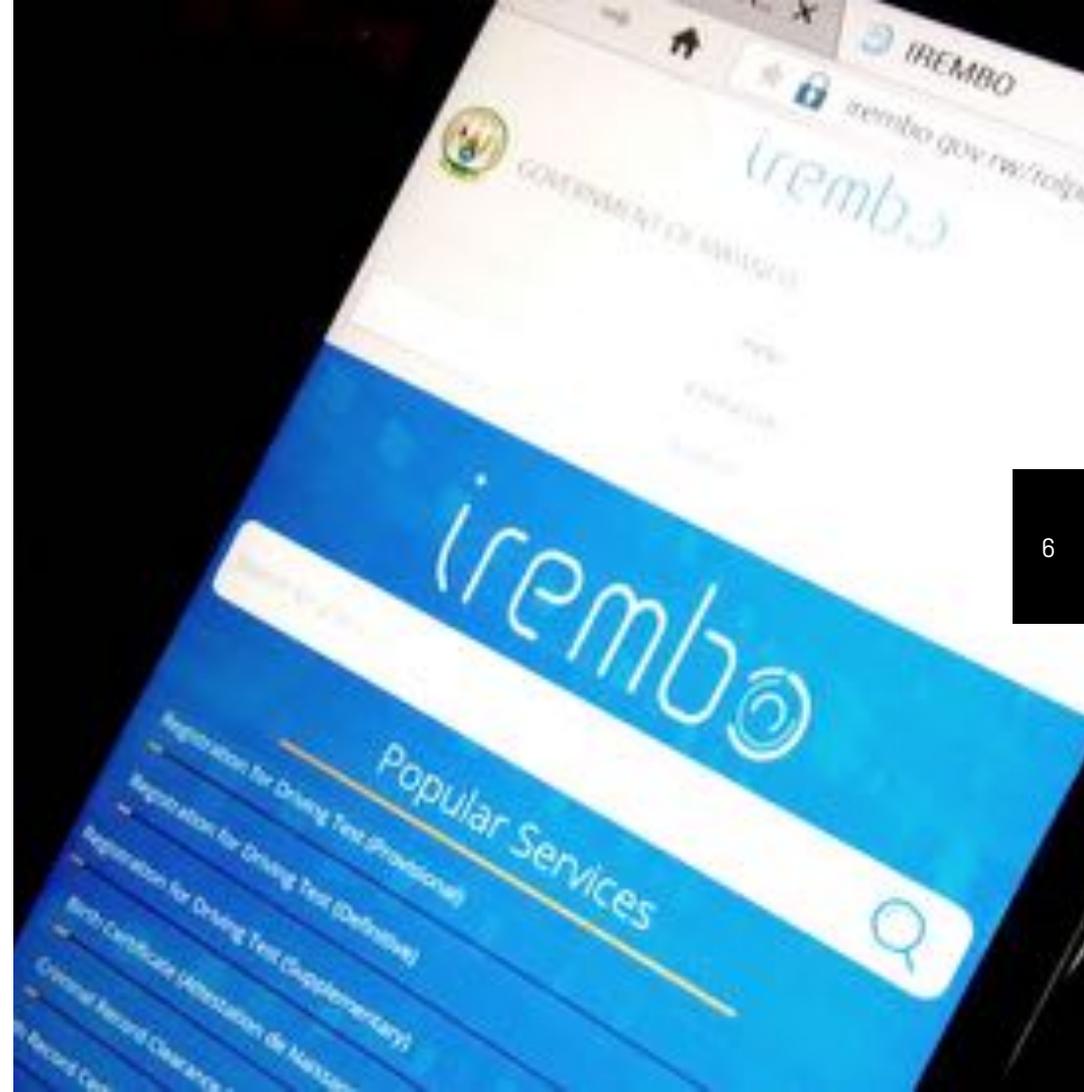
Tunisia

Marsad.tn is a term which translates to 'observatory' in Arabic. This is the name of the Tunisia's online platform which was developed by Tunisian NGO AI- Bawsala in partnership with Hamburg based Parliament. The website provides citizens with access to parliamentary information which can be read in French and Arabic. Citizens can also keep track on what is happening in their municipalities as the website provides information such as the members of council in each city, municipal assets, annual budget and on going city projects.



Government services go digital

Aside from the launch of government portals that provide citizen with information on the government and various departments, there are some countries that have made application processes for public services digital.



Government services go digital

e-services

South African institutions have piloted various government services in different provinces in the country. The e-Home Affairs and the South African Revenue Service (SARS) e-filing system have enabled citizens to apply for their identification documents online and also submit their income tax digitally. One of the country's economic hubs, the Gauteng Province has launched an online registration system for public schools in the province. Parents of grade 1 and 8 learners are required to apply for a spot in a school for their children through www.gdeadmissions.gov.za.



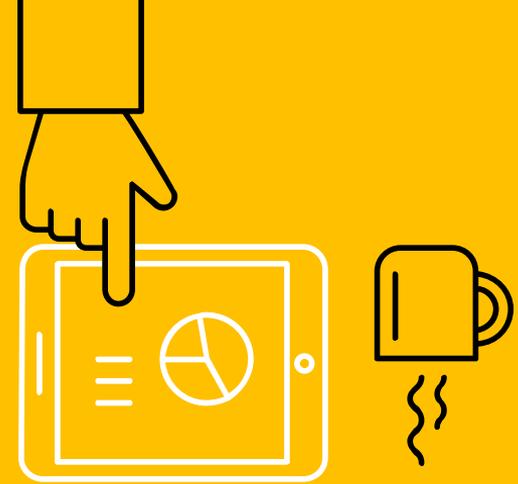
Government services go digital

e-tax

In countries such as Kenya, Rwanda, Zambia, Senegal and Angola governments have set up online tax compliance systems. In the Seychelles citizens can make online tax payments and register their companies as well. Due to a high internet speed in the country, citizens can access government services via mobile phone.

e-certificates

The Rwandan online platform Irembo is gradually providing the service of electronic certificates. In November 2017, Irembo launched the governments first digital online service in Gasabo in Kigali. The states online platform started off with supplying digital marriage, birth and identification certificates. The provision of these services was later rolled out across 30 districts in the country. The availability and access to e certificates is said to have saved 3000 citizens a day trip to government service centers.



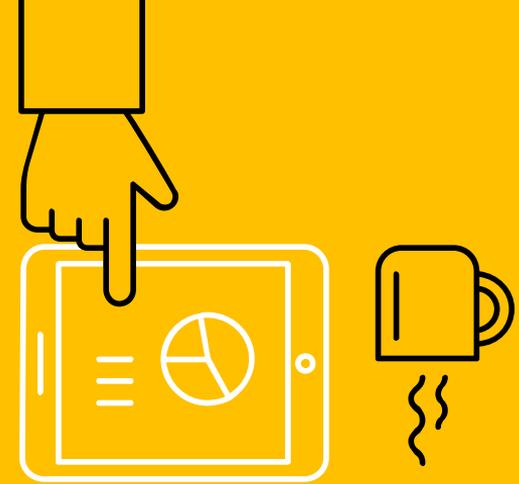
Government services go digital

e-GP System

With the aim of reducing corruption and promoting transparency countries such as Rwanda have established electronic government procurement systems which are also known as e GP Systems. Rwanda has developed its own system, UMUCYO which means 'transparency' in the local language. The digital system consist of various sections that carry out different activities and services such as e-bidding advertisement, evaluation of biddings and management of contacts for projects.

The UMUCYO system handles the entire bidding process digitally. For example while registering on UMUCYO, the system will automatically access the data base from the Rwanda Development Board to authenticate the registration. Once the bid is accepted, the system allows for a contract to be drafted and sent to the bidder for review. The final contract is then shared with Rwanda's financial management Information System (Smart FMS) to issue purchase and make payment.

The government entities that are currently not included in the use of the e-GP System are Rwandan schools, district hospitals and health care centers. However, the government aims to integrate the system to these facilities in 2019/20.



Government services go digital: Biometrics

The collection of data has become quite important to the development and creation of tech driven systems. Aside from digital data, governments globally are collecting biometrics as a means to create simpler processes and identification technology. Although not widely favored, biometric technology is gaining much attraction within various states in the continent.



Government services go digital: Biometrics

Togo – biometric census

The government in Togo plans to start a biometric census of its population. The census will cover everyone living in the county this including local and non-locals. Each person will be provided with a biometric ID, this will provide the state with reliable information on the people living in the country for better delivery of social and public services.

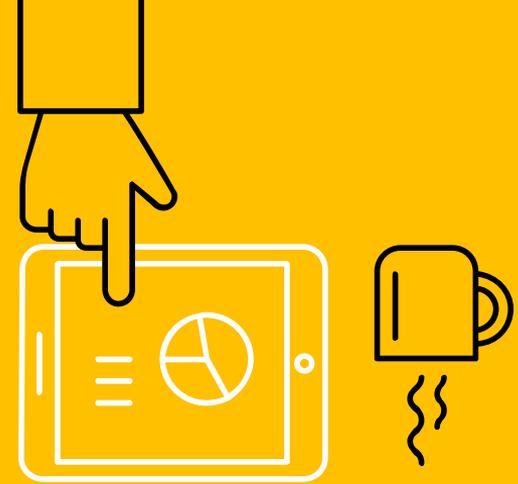


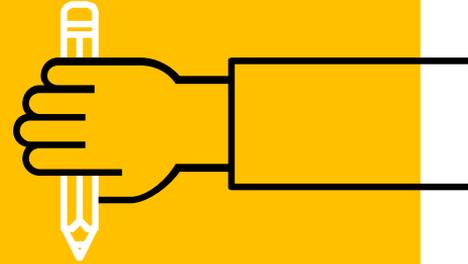
Government services go digital: Biometrics

Kenya-NIIMS

The Kenyan government has enrolled a biometric registration plan for more than 50 million Kenyans through a digital data base known as the National Integrated Identity Management System (NIIMS). The use of NIIMS will lead to the issuing of Huduma Namba ID numbers. The Huduma Namba ID numbers will function as a single source of personal information for Kenyans and registered foreigners. The use of the Huduma Namba ID number will integrate personal and functional data that is generally scattered in various government agencies to a one ID.

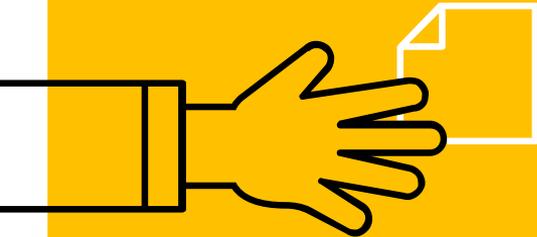
The Kenyan government has also automated their Human Resources Law enforcement division, this has been achieved through the implementation of a National Police Service Information management system. The system registers the rank and information of every person in the country's police administration service, the national police service and department of criminal investigations. The enrollment process included biometric registration for each member in the police force. The system is aimed at increasing accountability and make law enforcement services more professional and reliable. The system will be updated with features of an online occurrence book and automated instant fine option.





‘The system will eliminate fraud associated with manual staff record. It will facilitate the selection, recruitment and management of police and foster fair performance appraisals, transparent deployment, transfers and merit-based promotions’

Kanze Dena – State House Spokesperson speaks on the Kenyan National Police Service Information management system



Companies invest in e-governance

The digitalisation of government services creates a vast of opportunities for the private and public sector. By working together in developing systems to making public services more accessible. Microsoft is one of the companies promoting innovation in the e-government space, through hackathons and App factory academics for developers. In December 2018 the company hosted a digital government summit to showcase solutions that enable various states to better and develop data driven methods which aim to improve delivery of public services. Various companies are working with African states to digitize government services.



Companies invest in e-governance

Cybernetica

The Estonian company Cybernetica has worked with many African countries with the sole aim of developing platforms and systems to allow the implementation of e services. The company has worked with the following states:

- Namibian state to develop the UXP interoperability platform. This allows government institutions to integrate data into a single system and increase the efficiency of the public sector.
- In Nigeria, Cybernetica worked with the state to launch an integrated financial management information system.
- Botswana state developed an e-tax management solution with cybernetica.



Companies invest in e-governance

ALGO Consulting

ALGO Consulting group in Morocco have developed a solution that will allow for the function of e governance. Known as Wagi, the online administration solution uses machine learning, Internet of things (IOT) and blockchain to improve citizen – government interaction. The system is powered by Microsoft cloud and allows for users to create a signature repositioning in which the government departments can use to identify and authenticate citizens.



Companies invest in e-governance

Visa

The global payment company has entered into an agreement with the Ivory Coast government, the agreement will lead to the digitalisation of government services and extend financial services in the country. The agreement will include:

- A visa led mobile payment push, which will see 1.1 million cocoa, coffee and cashew nut farmers receive financial services via mobile phone.
- Development of a government prepaid solution for student scholarships, state employees' salaries and travel expenses.
- Pilot financial education program for government employees and departments



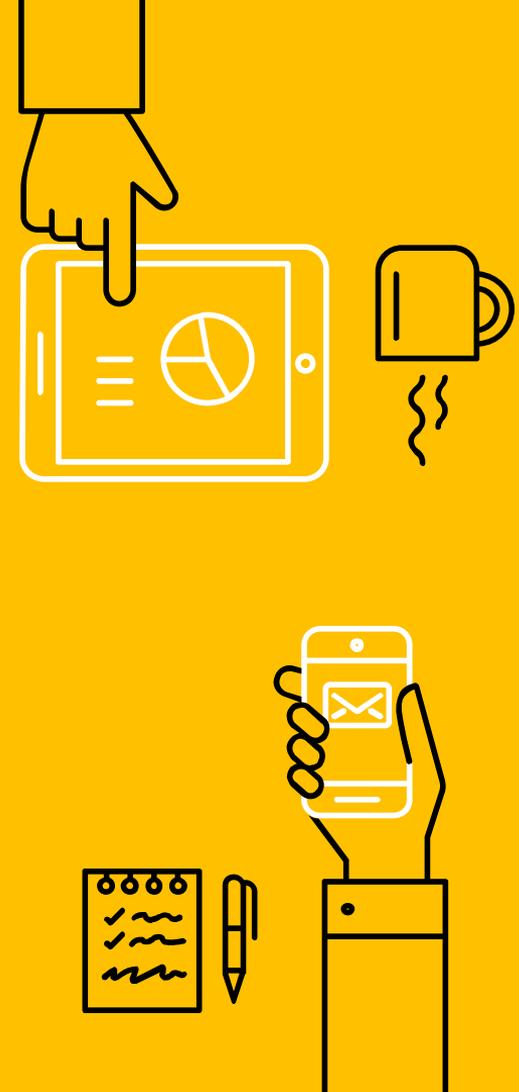
Companies invest in e-governance

Mastercard

In 2016 the bank of Kigali, Rwanda Online and MasterCard announced a partnership that would make online payment safer and smarter through the state portal Irembo. Through the agreement the Bank of Kigali and Master Card will enable citizens to pay for any government entities with the use of debit, credit and prepaid payments. Residents can digitally pay for their driver's license, birth certificate and ID cards.

The portal also allows for travelers to Rwanda to apply and pay for their visa.

In 2017, Master Card and the Rwanda Development Board at the Economic forum on Africa Renewed signed an agreement plan to incorporate the digitalisation of Rwanda social subsidies under inflows and outflows digital project known as Sikashi. The project aims to digitize various state services to improve transparency for public service. Also encourage gradual migration to a cashless society by 2020.



Report Conclusion

The emergence of e-governance in the continent will widen the access of public services. In light of this, there is still much that can be done with regards to developing the infrastructure to enable connectivity for citizens to these services. There is also opportunities in the development of systems and cultivating digital literacy for citizens and government officials. Looking beyond the provision of e-services, the development and creation of systems that allow for citizens to pay for government services. Is also an opportunity for fintech and financial institutions to take on as seen with the work Master Card and Visa have done with African states mentioned in this report.

The impact of e-governance is said to not only make services more efficient but also provide more transparency. Currently seen as the most transparent digital form of interaction, blockchain and etherum transactions will likely be integrated with e governance and e services in the future. The challenge for the success of e governance in Africa will be ensuring that the efficiency of digital transformation of government services becomes accessible to the vast majority of people living on the continent. e-Governance in Africa is gaining momentum and when tapping into this sector, businesses need to be aware of the layered opportunities and challenges.



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