Accelerating E-Government…
E-Readiness at Work

Roslyn Docktor
McConnell International
Agenda

• Why E-Readiness
• How to Assess E-Readiness
• What is the E-Readiness in Africa
• Where to Act: Applying E-Readiness to determine E-Government Strengths
Focus solely on “E”
20 E-Readiness assessments
World-class track record on global assessments from Y2K to E-Readiness
Why “E” and “ICT”…

• “E” is for
  – Efficient
  – Effective
  – Endorsed and Legitimate
  – Empowered
  – Economic and Socially Developed

• “ICT” is for
  – I… Institutions… Information…
  – Can, has the Capacity to
  – Transform
“To put ICT to effective use, a country must be “e-ready” in terms of infrastructure, the accessibility of ICT to the population at large, and the effect of the legal and regulatory framework on ICT use.”

- the World Bank
Why E-Readiness…

• E-Readiness Assessments enable
  – A ctualization of e-government goals
  – B enchmarking progress
  – C ollaborations
  – D etermining vision, strategy, priorities, and easy wins
  – E ndorsement and expansion
What is E-Readiness…

• Capacity to participate in and benefit from the global digital economy

• Preconditions necessary for e-government, e-commerce, and e-development

• Degree to which a community or organization, is prepared to participate in the Networked world
## Assessing E-Readiness…

### 5 Attributes:
- **Connectivity**
- **E-Leadership**
- **Information Security**
- **Human Capital**
- **E-Business Climate**

### Table:

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<thead>
<tr>
<th>Country</th>
<th>Connectivity</th>
<th>E-Leadership</th>
<th>Information Security</th>
<th>Human Capital</th>
<th>E-Business Climate</th>
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## Assessing E-Readiness…

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<thead>
<tr>
<th>Connectivity</th>
<th>Are networks easy and affordable to use?</th>
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<tr>
<td>• ICT Access and Availability</td>
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<tr>
<td>• ICT Affordability</td>
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<td>• ICT Quality and Reliability</td>
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<td>• Electrical Supply and Delivery System</td>
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Assessing E-Readiness…

<table>
<thead>
<tr>
<th>E-Leadership</th>
<th>Is E-Readiness a national priority?</th>
</tr>
</thead>
</table>

- Vision and Priority
- Strategy, Planning and Coordination
- E-Government Usage and Action
- Public-Private Partnerships
- Digital Inclusion
Assessing E-Readiness...

<table>
<thead>
<tr>
<th>Information Security</th>
<th>Can networked information be trusted?</th>
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<tr>
<td>Legal Framework</td>
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<td>Collaboration and Partnerships</td>
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Assessing E-Readiness…

<table>
<thead>
<tr>
<th>Human Capital</th>
<th>Are the right people available?</th>
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</thead>
</table>

- ICT in Primary and Secondary Education
- Post Secondary Education and Training
- Workforce Skills and Efficiencies
- Creativity and Sharing
- Attraction and Retention
Assessing E-Readiness…

<table>
<thead>
<tr>
<th>E-Climate</th>
<th>How easy is it to do e-work?</th>
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<tr>
<td>Competitive Environment</td>
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<td>Transparency and Predictability</td>
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<td>E-Adoption</td>
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<td>Financing and Business Support</td>
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<tr>
<td>Trade Policy</td>
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How easy is it to do e-work?

- Competitive Environment
- Transparency and Predictability
- E-Adoption
- Financing and Business Support
- Trade Policy
Assessing E-Readiness...

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<thead>
<tr>
<th>Attribute</th>
<th>Human Capital</th>
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<tr>
<td>Indicator</td>
<td>ICT in Primary and Secondary Education</td>
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<tr>
<td>Measurement</td>
<td>Student per computer ratio</td>
</tr>
</tbody>
</table>
Measuring E-Readiness…

- Global Standards
- Indicators are evaluated based on relevancy to country
- Five level color ratings
Measuring E-Readiness…

Feedback

Consultation

Government
Private Sector
Civil Society
Academia
IT Experts
International Experts
E-Readiness in Africa...

A Regional Overview

Country comparisons based on a sampling of indicators and measurements compiled for our discussions at this event
Connectivity…
Access: PC Penetration

Low Levels
- Angola
- Benin
- Burundi
- Burkina Faso
- Cameroon
- Chad
- Congo
- Cote d’Ivoire
- Eritrea
- Ethiopia
- Gabon
- Gambia
- Ghana
- Guinea-Bissau
- Guinea
- Kenya
- Lesotho
- Liberia
- Madagascar
- Malawi
- Mali
- Mauritania
- Niger
- Nigeria
- Rwanda
- Zimbabwe

Medium Levels
- Botswana
- South Africa
- Namibia
- Togo
- Senegal

Medium-High Levels
- Mauritius

Regional workshop on building e-Governance capacity in Africa
Connectivity…
Quality: Bandwidth

- **MEDIUM-HIGH**
  - South Africa
  - Zimbabwe

- **MEDIUM LEVELS**
  - Botswana
  - Ghana
  - Kenya
  - Mauritius
  - Namibia
  - Nigeria

- **LOW-MEDIUM LEVELS**
  - Burkina Faso
  - Ethiopia
  - Gabon

- **LOW LEVELS**
  - Angola
  - Benin
  - Burundi
  - Cameroon
  - Chad
  - Cote d’Ivoire
  - Eritrea
  - Gambia
  - Rwanda
  - Somalia
  - Sudan
  - Swaziland
  - Togo

http://www3.sn.apc.org/africa/
E-Leadership…
Vision & Planning: National Strategy

MEDIUM-HIGH
South Africa

MEDIUM LEVELS
Benin
Cameroon
Cote d’Ivoire
Ghana
Kenya
Mauritania
Mozambique
Rwanda
Senegal
Uganda

LOW LEVELS
Angola
Burundi
Burkina Faso
Eritrea
Gabon
Gambia
Guinea
Guinea-Bissau
Lesotho
Liberia
Mali
Niger
Nigeria

African Information Society Initiative
E-Leadership...

Usage: Government Web Pages

**MEDIUM-HIGH**
Botswana
Nigeria
Senegal
South Africa
Zimbabwe

**MEDIUM LEVELS**
Angola
Burkina Faso
Cameroon
Cote d’Ivoire
Ethiopia
Ghana
Kenya
Lesotho
Madagascar
Mozambique
Namibia
Rwanda
Sudan
Swaziland
Tanzania
Uganda

**LOW-MEDIUM LEVELS**
Burundi
Chad
Gabon
Gambia
Guinea-Bissau
Liberia
Malawi
Mali
Mauritania
Mauritius
Niger
Sierra Leone
Togo
Zambia

**LOW LEVELS**
Benin
Congo
Guinea
Eritrea
Somalia

African Information Society Initiative

Regional workshop on building e-Governance capacity in Africa
## Information Security… Systems: Secured Servers

### Low Levels
- Angola
- Benin
- Burundi
- Burkina Faso
- Chad
- Cameroon
- Cote d’Ivoire
- Eritrea
- Ethiopia
- Gabon
- Gambia
- Ghana
- Guinea-Bissau
- Guinea
- Kenya
- Lesotho
- Liberia

### Medium-High
- South Africa
- Madagascar
- Malawi
- Mali
- Mauritania
- Mauritius
- Niger
- Nigeria
- Rwanda
- Senegal

*Netcraft, 2002*
**Information Security…**

**Collaboration: Membership to First**

<table>
<thead>
<tr>
<th>HIGH South Africa</th>
<th>LOW LEVELS</th>
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Other countries include: Namibia, Niger, Nigeria, Rwanda, Senegal, Sudan, Tanzania, Togo, Uganda, Zambia, Zimbabwe.

See [www.first.org](http://www.first.org) for more information.
Human Capital…

*Education: Gross Enrollment Ratio*

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<th>Low Levels</th>
<th>Medium Levels</th>
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Human Capital… Workforce: IT Students in Tertiary Education

**HIGH**
- Botswana
- Cameroon
- Mauritania
- Nigeria
- Tanzania

**MEDIUM-HIGH**
- Angola
- Burundi
- Cote d’Ivoire
- Ethiopia
- Eritrea
- Gabon
- Ghana
- Guinea
- Madagascar
- Malawi
- Niger
- Rwanda
- Senegal
- South Africa
- Togo
- Zimbabwe

**MEDIUM LEVELS**
- Benin
- Burkina Faso
- Chad
- Kenya
- Mali
- Lesotho
- Liberia
- Somalia
- Sudan
- Swaziland
- Uganda
- Zambia

**LOW-MEDIUM LEVELS**
- Mauritius

**LOW LEVELS**
- Guinea-Bissau

*UNESCO Statistical Yearbook*
E-Climate… Competitive Environment: High Tech Exports

LOW-MEDIUM LEVELS
- Nigeria
- Senegal
- Uganda

LOW LEVELS
- Benin
- Burundi
- Cameroon
- Ethiopia
- Gambia
- Ghana
- Guinea-Bissau
- Guinea
- Madagascar
- Mauritania
- Mauritius
- Niger
- Rwanda
- South Africa
- Zimbabwe

United Nations’ Commodity Trade Database (2000)
E-Climate... Transparency: Efficiency Perception

- **HIGH**
  - Botswana
  - Namibia

- **MEDIUM-HIGH**
  - Mauritius
  - South Africa

- **MEDIUM LEVELS**
  - Ethiopia
  - Ghana
  - Senegal

- **LOW-MEDIUM LEVELS**
  - Cote d’Ivoire
  - Malawi
  - Tanzania
  - Zambia
  - Zimbabwe

- **LOW LEVELS**
  - Angola
  - Cameroon
  - Kenya
  - Madagascar
  - Nigeria
  - Uganda

*The 2002 Transparency International Corruption Perceptions Index*
Where to Act...

*Preconditions Necessary for Success*...

- E-Readiness Capacity
  - Institutions
  - Change management
  - Transformation...

- Efficiency
- Effectiveness
- Endorsement
- Empowerment
- Economic & Social Development
Where to Act…

To put E-Readiness to work, compare…

**Your Goal**

**Your Assessment**

with Global and Future Realities
Your Goal

Your Assessment

Global Realities

Strategic Action
### Where to Act...

<table>
<thead>
<tr>
<th>Category</th>
<th>Low - Procedures, Biz Set Asides</th>
<th>High - Inter-jurisdictional Solutions</th>
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<tr>
<td><strong>Connectivity</strong></td>
<td>Phone Interfaces, Back Office</td>
<td>Prioritize E-Services for Citizens</td>
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<tr>
<td><strong>E-Leadership</strong></td>
<td>Pilot Programs, Raise Awareness</td>
<td>&quot;One Stop Shop&quot; Portal</td>
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<td><strong>Information Security</strong></td>
<td>Print/Fax Back Applications</td>
<td>Online Payments</td>
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<td><strong>Human Capital</strong></td>
<td>Outsource, Increase Training</td>
<td>In-house Solutions, Open Source</td>
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<td>Procedures, Biz Set Asides</td>
<td>Inter-jurisdictional Solutions</td>
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Five Final Thoughts…

• E-Government Realism (G2R)
• E-Government Viewed in Context
• People NOT Technology
• Where there is a NEED there is ACTION
• Benefits can’t always be Measured by Numbers and Dollars
Accelerating E-Government...
E-Readiness at Work

Roslyn Docktor, McConnell International
Docktor@McconnellInternational.com