



*African Training and Research Centre in  
Administration for Development*



*The International Development  
Research Centre*

***LOG-IN Africa  
Methodology Workshop***

***National Outcome Assessment for LOGIN  
(REVISED)***

*08 – 10 June 2006  
Tangier (Morocco)*

## **A. Executive Summary**

### **B. Introduction**

**In this section we will set the context and give the background to the research activity and also establish the broad historical, theoretical and situational context for the national research and particularly for the creation of the national LOGIN node.**

1. Background
  - a. Origins of National role in LOGIN
  - b. National LOGIN proposal, implementation and Plan of Action
  - c. Anticipated future of LOGIN in National context/ Expected results and sustainability of the national LOGIN node
  - d. Outcome of LOGIN supported research project
2. Existing national literature (selected)
  - a. Outcome/Evaluation/Assessments and Analyses
  - b. governance and e-government
  - c. Local governance and e-government
3. Existing and on-going research activities:
  - a. The National LOGIN Research team
  - b. Other research
    1. University based
    2. NGO
    3. Government
    4. Private Sector
4. The National Research Network
  - a. The host institution
  - b. Partners and collaborating institutions
  - c. Other National researchers
  - d. National and Local partners collaborators
    1. government
    2. NGO
    3. Private sector

### **C. Outcome Assessment**

**In this section we are elaborating the various items included in the overall Outcome Assessment based on the categories of analysis being pursued within the context of LOGIN Africa as applied to the specifics of the national research context and specific national research project (as applicable).**

- **Improving the internal organizational processes of governments including cost reduction and effective implementation of e-governance projects and practices**
- **Providing better information and service delivery;**
- **Increasing government transparency in order to reduce corruption;**
- **Reinforcing political credibility and accountability;**

- **Promoting democratic practices through public participation and consultation**

1. Improving the internal organizational processes of local governments including cost reduction
  - a. Technology
    - a. Infrastructure
      - a. Telecommunications infrastructure
      - b. Local area network
      - c. Electrical infrastructure
    - b. Hardware
      - a. use of computers in civic processes
        - a. number
        - b. applications
        - c. current conditions
      - b. other systems—GIS
    - c. Software
      - a. accounting software
      - b. project management software
      - c. localization of software
      - d. use of Open Source—how, what for etc.
      - e. other
    - d. Communications
      - a. Local area network
      - b. VoIP
  - b. Administration (Back office automation)
    - a. updated administrative procedures in the light of computerization
    - b. electronic data flow e.g. ERP systems
    - c. electronic record keeping
    - d. databases
    - e. internal use of email
    - f. automated account keeping
    - g. identity management
  - c. Human Resources
    - a. availability of skills
    - b. training programs
    - c. support and maintenance
  - d. Inter-administration applications and communications systems including cross-administration projects and financial mechanisms
    - a. national
    - b. regional
    - c. inter-civic

- e. Private-public partnerships
    - a. outsourcing
    - b. insourcing
    - c. co-funding
  - f. Standards and regulations
    - a. open standards
  - g. Security
  - h. IT Governance
    - a. separate IT directorate
    - b. IT master plan
    - c. assessment processes for IT implementations
  - i. Leadership/champions
  - j. Implementation of E-governance projects and practices
    - a. outcomes
    - b. cost-effectiveness and timeliness of implementation
2. Provide better information and service delivery
- a. Civic portals
    - a. services
    - b. information
    - c. feedback facilities
    - d. civil society involvement
  - b. e-enabled Service-Delivery--municipal
    - a. Availability and accessibility of Public information (and eventually online)
    - b. e-enabled Municipal services
      - a. bill paying
      - b. e-procurement
    - c. Land use--GIS (cadastre and land registry)
    - d. Civil status records and management
    - e. Taxation
  - c. Health (if service provided at the local level)
    - a. Health records
    - b. Health service information (public health)
  - d. E-Learning (if service provided at the local level)
    - a. local e-learning
    - b. local e-enabled K-12
    - c. e-enabled skill development
    - d. e-enabled continuing education
  - e. Local economic development

- a. training
  - b. marketing
  - c. new products and services
- f. Public Internet Access Points (telecenters or other)
  - a. training support for public access
  - b. community involvement
- 3. Increase in government transparency in order to reduce corruption;
  - a. meeting agendas online
  - b. meeting minutes online
  - c. online access to meetings
- 4. Reinforcement of political credibility and accountability;
  - a. online access to budgets
  - b. evaluation and monitoring the process
  - c. public information support
- 5. Appropriate legal and regulatory framework and promotion of democratic practices through policy making and citizen participation
  - a. regulatory issues for infrastructure e.g. telecommunication, electricity
  - b. national plans and strategies as they impact on e-local governance
    - a. e-government plans of action and projects
    - b. e-governance plans of action and projects
  - c. e-Local governance issues (and responses)
    - 1. legal
      - privacy
      - security
      - electronic signatures
    - 2. regulation
      - security
      - standards
      - voice over IP
      - Internet governance
      - IP management
    - 3. democratic processes and participation
      - e-petitions
      - blogs
      - e-forums or e-lists
      - e-communities
      - e-civil society portals
    - 4. responsiveness
      - e-mail addresses
      - identification of public officials

5. multi-stakeholder partnerships
  - private sector
  - local NGO's
  - International NGO's
  - Other Civil society

#### **D. Outputs**

**We are anticipating that the project will have a variety of outputs and these should be documented as below.**

1. Baseline studies
2. Field Studies
3. Analysis—assessing outcomes (impacts) of ICTs at local governance level as per the following areas:
  - a. Technology
  - b. Organizational
  - c. Economic
  - d. Legal /juridical
  - e. Socio-political
  - f. e-Local governance as an “effective use” in Africa
  - g. e-Local governance and the challenge of “good governance”
4. Implementations of the research

#### **D. Utilization (recommendations)**

**How do we see the outcome of the research being turned into usable recommendations—a road map, national or local projects, national or local policies, further research and so on.**

1. Road Map
2. National projects
3. National policies
4. Local projects
5. Research