e-Government and Public Service Delivery

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Content

• Kenya eGovernment strategy and achievements
• Delivering public services using ICTs
• 4 X 4 Lessons learned
A satisfied *citizen* is the best *government* strategy of all.

*Michael LeBoeuf*

http://www.brainyquote.com/quotes/keywords/strategy.html#e7wFx9fIA0ATXkX5-99
Service requirements in the Constitution of Kenya 2010

• Devolution and access to services: Articles 6 etc.
• Provision of quality and equitable service: Articles 232 etc.
• Economic rights: Article 43
• Consumer rights: Article 46
• Rights of persons living with disabilities: Article 54
• One stop service shops
• Accessibility (constitutional requirement)
• Error reduction
• Scalability
• Transparency
• Speed of service delivery
• Business Intelligence
• Coherent system and information security
Automation Maturity Framework

Automation
- Training & standards, LAN, WAN, Hardware & Standards, Help Desk, Bandwidth, Internet Services, NOC, Web standards & management

Digitisation
- Data standards, Digitisation of registries, Digitisation of Data, Retention strategy, Scanning equipment, SOC

Integration
- BPR & automation, Legal framework, Data centres, Data Warehouses, Shared services, Cloud computing

Knowledge Management
A satisfied citizen is the best government strategy of all.

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DELIVERING PUBLIC SERVICES USING ICTS
Public services everywhere all the time...
Access: CSC as a catalyst of a “good urban space”.

Relates with other Business to Citizen services to create a dynamic and vibrant urban hub.
CSC will stimulate renewal of our Urban Centres
Citizen Friendly Features

- Easily accessible
- Spacious and comfortable
- Accommodating
- Well finished
- Dignified
- Affords privacy in individual transactions

Attracts the citizen with the promise of a meaningful and fulfilling interaction with Government
Interior Views of the CSC

Service area

Reception & Triage area
Contact Centres

- Mobile calling rates relatively inexpensive
- Private sector (banks, telcos) increasingly using contact centres to service clients
- Good way of creating employment in different regions
Electronic Access
e-Government Service Delivery

- CRM
- Access
- Data
- Performance

Data: Key issues

• Single source of truth
• Accessibility
• Policy compliance
  – Constitutional requirements
  – Security / Privacy
  – Freedom of information
Warehoused data
Coherent information about a person

Unique personal identifier
Data

• Warehoused data that is accessible everywhere in the country about:
  – Persons
  – Establishments
  – Land & Infrastructure
  – Assets

• Separate the ownership / stewardship of data from its technological storage
Access: Key issues

• Agency
  – Separation of powers (front / back office)
  – Standardization of quality

• SLAs
  – Speed / quality requirements (minutes / dignity)

• Location (within walking distance)
Citizen Relationship Management

• **Agency** implements CRM standards
  – Location
  – Physical facilities
  – Customer service

• World-class customer care: queue management, triage, citizen-empowerment
Performance Management: Key issues

• Measure progressive achievement of Bill of Rights
• Measure achievement of service charter
• Standard measurement device
• Continuous improvement
Customer Relationship Management
Pima...sema
“The only way that we can live, is if we grow. The only way that we can grow is if we change. The only way that we can change is if we learn. The only way we can learn is if we are exposed. And the only way that we can become exposed is if we throw ourselves out into the open. Do it. Throw yourself.” — C. JoyBell C.

4 X 4 LESSONS LEARNED
Championship

• Translate high-level statements of support into National policies, legal framework, plans and action
• Whole-of-Government approach
• Resources: Local, properly structured, Monitoring and review (beyond “pilotitis”)
• Consider a burning your boats...
Infrastructure

• National mapping of all infrastructure
• Maintenance has to be addressed. It is costly: Who manages the maintenance relationship? Who does it? Who pays for it? What is the lifespan of what we have built?
• Awareness creation
• Developing applications and content alongside infrastructure
Business process re-engineering

• Often-neglected, painful but critical step in ICT adoption (change management)
• What has been gained? What has been lost?
• Not just the first change but what happens every day after that (backsliding)
• Build it into your implementation contracts
Capacity-building

- Tools (consider creating a packaged solution – equipment and application deployed together)
- Processes
- Certification: citizens, public workers, ICT staff
- JIT learning framework
Thank you for your attention!

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