E-Governance in Ghana: National Information Clearing House

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IICD
Topics...

- Background leading up to the project
- Overview of the project
  - Aim
  - Problem(s) addressed
  - Objectives
  - Activities
- Lessons Learnt
The mission of IICD is to assist developing countries to realise locally-owned sustainable development by harnessing the potential of information and communication technologies (ICTs).

IICD’s strategy is based on the following goals:

- to empower local organisations and stakeholders to make effective use of ICTs, and;
- to catalyse various knowledge sharing processes.
ICT for Development Programmes

- ICT Roundtable Processes to identify demand and local ownership
- Capacity Development focusing on local institutional and technical skills development
- Knowledge Sharing within countries and between countries
National ICT Roundtables

National stakeholders identify and validate scenarios for the future, which result in the formulation of national ICT policy recommendations and the identification of ICT priority areas.

Local ‘agents of change’ are identified to develop and implement ICT projects.
National Information Clearing House – Ghana

Background

- Mission of the Ministry of Communications and Technology is to develop, coordinate, monitor and evaluate the implementation of policies, plans, programmes and projects that help to promote access to ICT infrastructure, products and services for effective governance, stability and the development of the country.
• Focus on developing requisite telecommunication infrastructure to facilitate the transformation of the national community into an information society through the exploitation of ICTs
National Information Clearing House – Ghana

- The National Information Clearing House and Training is one of the projects initiated by the Ministry to achieve its goals.

- Problem(s) addressed
  - Limited access and coordination of the nation’s information flows
  - Limited capacity in information searching, reporting and presentation at public institutions that are required to provide information
National Information Clearing House - Ghana

• Limited access and coordination of nation’s information flows
  • Limited exchange of information among institutions
  • No cross linkages between information systems
  • Awareness of the existence of electronic information low/inadequate
Limited capacity in information searching, reporting and presentation at public institutions required to provide information

- **Bottle neck to effective, transparent policy formulation and implementation**
- **Hampers access and exchange of information required by government, private business, NGOs and the general public**
NICH - Objectives

- Better access to public information
- Improved information exchange in government and with other sectors
- Closing the gap in national collection and dissemination capacity relative to other countries
NICH - Objectives

End product(s)

- The development of a web based information system in key public institutions
- Improvement of skills and knowledge in ICT, information collection, reporting and presentation in key public sector institutions
NICH – Key Government Institutions

- Ministry of Communications and Technology
- Ministry of Finance
- Ministry of Foreign Affairs
- Ministry of Health
- Ministry of Trade and Industry
- Ministry of Food and Agriculture
- The Office of the President
- Parliament and
- Ten (10) Regional Coordinating Councils
NICH – Activities

- The development of a clearinghouse facility at the Ministry of Communications
- The development of a web-based information systems at other participating institutions
- Provision of access to Internet at all participating institutions
- An out-house train-the-trainer programme on networking and electronic information systems, data entry, information management, information searching etc.
NICH – Activities

- An in house training programme on information searching, reporting and presentation and use information
- Presentations to enhance awareness on information access and exchange for participating institution for the wider public; and
- Training for the maintenance of the system
Sustainability

- Out-house train-the-trainer programme for key staff with local training partner
  - Information management
  - Database development and maintenance
  - Web development and maintenance
  - Network maintenance
- In-house training information officers
  - Information searching
  - Reporting
  - Presentation
- Awareness workshops wider public
What have we learnt from the process?
Strategic objective…

- To support and simplify governance for all parties – government, citizens and businesses
- Use of ICTs to connect all three parties – using the technology to support and stimulate good governance
E-Government...

Objectives of e-government:

- **External** strategic objectives – satisfactorily fulfill public needs and expectations by simplifying their interaction with various online services – quicker, transparent, accountable, efficient and effective interactions (front office)
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What does it have to offer?

- Efficiency gains
  - Cheaper: same output, lower total costs
  - More results: more outputs, same total costs
  - Faster: same output, same total costs, less time

- Effectiveness gains
  - Smoother process: same outputs, same total costs, same time but higher quality
  - Innovative: new outputs
Why?

- Accountability and transparency of government
- Responsiveness of government
- Responsibility of citizens
- Participation of citizens
- Efficiency: Cheaper, more and quicker information and interaction
- Effectiveness: Higher quality and innovation information and interaction
What?

- Improving government process (e-administration)
- Connecting citizens (e-citizens and e-services)
- Building external interactions (e-society)
What?

- **Automation** – replacing current processes which involves accepting, storing, processing, outputting and transforming information
- **Informatisation** – supporting current processes
- **Transformation** – creating and maintaining new information processes
What?

- **G2G**: E-administration for government
- **G2C & G2B**: E-services for citizens and business
- **G2C**: E-democracy for citizens
Increasing Value to citizen and public

How?

Gartner Model...

Phase 1
Information

Phase 2
Interaction

Phase 3
Transaction

Phase 4
Transformation

Increasing Complexity
Impact of Technology

- 24/7 Service Model
- Content – development and management
- Human Resources – knowledge and skills to support the system
- Security
- Privacy
- Political, Social, Economic – National “ICT” landscape
Conclusion...

- Full-blown commitment key institutions required
- Phased approach needed
- No unique system possible, each institution needs to develop their systems and capacity
- Development internal capacity key to success