The United Republic of Tanzania

Institutional Capacity Building for Successful eGovernment

Models of Institutional Frameworks
African Region – Tanzania Perspective

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Overview

1. Background of e-Government in Tanzania
3. Implementation Status
4. Challenges
5. Way forward
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Background of e-Government in Tanzania

Definition of e-Government

- e-Government refers to the public sector’s service delivery using ICTs
  - Government to Government - G2G,
  - Government to Citizens - G2C,
  - Citizen to Government – C2G, etc.

- Facilitates reliable information access and greater knowledge to the governing process and encourage deeper citizen participation.
Background of e-Government in Tanzania cont’d…

• e-Government is based on the National ICT Policy 2003 (8th pillar of the 10 pillars)

• PO-PSM has the mandate to formulate eGovernment Policy and implementation

• Situational analysis revealed issues to be addressed by the e-Government strategy

• e-Govt Strategy aims to increase trust, confidence and willingness to invest and adopt e-Government apps and services
### National e-Government Strategy

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<tr>
<th>OBJECTIVE</th>
<th>STRATEGIES</th>
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<tr>
<td>Develop Institutional Framework</td>
<td>• e-Government Executive Agency in place</td>
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<td>• e-Government Policy in place</td>
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<td>• ICT Legal framework incorporated</td>
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<td>• ICT Governance Guidelines and Enterprise Archt</td>
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<td>• MDAs put in place Institutional ICT strategies</td>
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<td>• Investment partnership framework (ICT Park, SEZ)</td>
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<td>• Develop monitoring and evaluation mechanisms</td>
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<td>Develop Human Capital</td>
<td>• Build e-Government capacity</td>
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<td>• Develop internal ICT governance and expertise</td>
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<td>Develop Government-wide e-Infrastructure</td>
<td>• Develop government wide ICT, network architecture and data centre blue print</td>
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<td>• Put in place a secure government wide network</td>
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<td>• Interconnect MDAs and LGAs</td>
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<td>• Reduction in communication and bandwidth cost</td>
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National e-Government Strategy
contd...

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| Government-wide Shared Systems         | • Deploy common support systems  
• Deploy office automation and government intranet  
• Increased access to government-wide shared systems by public servants  
• Reduction in communication time and efficiency  
• Reduction of document access time |
| e-Service Flagship Projects            | • Develop e-government portals for consistency and accessibility (business reg. search, land records, government directory, Procurement, etc.)  
• Develop and implement stakeholder relevant mobile solutions (leverage mobile technology)  
• Link community based initiatives to e-Govt (CIC?) |
| e-Government Awareness Creation        | • Enhance communication on e-Government  
• Engage more Business Process Owners  
• Monitor and evaluate e-Government awareness |
Implementation Status

• e-Government has **just began** despite some isolated e-service delivery initiatives
• Development of the e-Government Strategy;
• Establishment of the e-Government Agency;
• Government-wide network connected to 7 MDA’s and is operational;
• Government Network Management Centre (NMC) has been built at the PO-PSM.
Implementation Status cont’d…

• **9 MIS units** have been established in MDAs and Regional Secretariats to provide the first level of ICT support services.

• **ICT sensitization and training** has been done as a continuous process to 5,000 public servants and other stakeholders.
Implementation Status cont’d…

• Installation and operationalization of several government-wide systems for effective and efficient service delivery:
  – Integrated Human Resource and Payroll Management System (IHRPMS);
  – Integrated Financial Management System (IFMS);
  – Land Management System (LMS); and Geographical Information System (GIS).
Challenges

• Inadequate policy, legal and institutional framework coordination for e-Government
• Paucity of adequate and effective service delivery infrastructure
• Fragmentation e-Government initiatives and delivery channels
• Underdeveloped ICT expertise (human resources)
Challenges cont’d…

• Attitude and cultural challenges in the use of ICT
• Sustainability of ICT adoption in the public service
• Low robustness and security of ICT infrastructure
• Fragmentation and adequacy of information
• Underdeveloped frameworks to leverage private sector and community participation
Way Forward

• Need coordination of policy, legal and institutional framework for e-Government
• Promote the development of adequate and cost effective service delivery infrastructures (mobile tech, CIC)
• Consolidate and coordinate e-Government initiatives
• Develop integrated information system available in accessible platforms
Way Forward cont’d…

• Develop critical mass of ICT expertise (human resources)
• Promote public awareness in the use of ICT
• Establish mechanism for sustainable adoption and maintenance of ICT in the public service
• Synergies emerging from cooperation and collaboration at the regional and international level should be harnessed
Way Forward cont’d…

• National ICT Broadband Backbone Infrastructure in Tanzania is an important step in addressing adequacy and quality of infrastructure for e-Government (at national as well as regional level)

• Connectivity to the sub-marine cables should ensure that e-Government services to the public become better even at the regional level

• Advantage should be taken of the enactment of the Electronic and Postal Communication Act in 2010, and recently the PPP Act and PPP Policy
Conclusion

• It is time for Tanzania and Africa governments at large to develop and promote use of ICT for effective and efficient service delivery to citizens and hence speed up socio-economic development.
Ahsanteni Sana.