

February,2019

DIGITAL GOVERNMENT STRATEGY

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INTRODUCTION

The Mandate of the Department of E-Government is To lead, coordinate and manage ICT development at all levels, including the delivery of innovative and efficient e-government solutions and services for the improvement of delivery of public services and maximizing impact of ICTs on the achievement of Malawi Growth Development Strategy (MGDS) goals and Millennium Development Goals (MDGs).

INTRODUCTION CONTINUED......

 The Department has set out a Digital Government Transformation Agenda which focuses on delivering better and more accessible digital services to the citizenry. This will include:

 Modernizing public service delivery with secure, control of the citizens personal information, adopting cloud technologies to deliver better digital services and increasing the transparency of digital Government services.

 To support the Digital Government Transformation Agenda, the Department of E-Government has developed a digital Government Strategy.

DIGITAL GOVERNMENT STRATEGY

The Strategy presents the first comprehensive forward-looking national strategy for development of Digital Government agenda in Malawi which will enable Ministries, Departments and Government Agencies to provide customer-centric and results driven services to the citizens of Malawi. The Strategy acts as a guideline for implementing the required interventions, regulatory reform and institutional frameworks and lays down the implementation roadmap. It is aligned to the National priorities and the country vision enlisted in MGDS, Vision 2020 and SDGs. Digital Government will contribute to Malawi's socio-economic development and catalyze the transformation of Malawi into a competitive, innovative knowledge society

OBJECTIVES OF THE DIGITAL GOVERNMENT STRATEGY

• Empower citizens of Malawi to avail efficient public services and get access to information through multiple digital channels and Facilitation of higher participation of citizens

 Enable Government of Malawi to improve internal efficiency and promote collaboration within various MDAs by using digital tools and networks

OBJECTIVES OF THE DIGITAL GOVERNMENT STRATEGY CONTINUED.

 Accelerate poverty reduction, job creation, and embolden social justice by ensuring e-service delivery through digital applications accessible remotely through mobile devices

 Build a robust architecture for G2G, G2B & G2C connection, that would ensure data privacy, interoperability and can withstand cyber threats

STRATEGIC GOALS

 To strengthen the institutional structure and authority of the e-Government/IT function within Government essential for delivering digital public services

- To improve the Government's capacity for implementing sustainable initiatives for delivering high-quality public services digitally
- To develop and implement forward looking policies, acts, regulations and guidelines for enabling efficient, secure and reliable digital public services

STRATEGIC GOALS CONTINUED

- To ensure standardization of Government processes and implementation of modern integrated systems and platforms
- To build shared IT infrastructure across Government to speed up the deployment of digital public services
- To establish financial management principles and funding mechanisms for ensuring sustainability of Digital Government initiatives
- To set up programs, portfolios and project management skills and principles for ensuring implementation of Digital Government initiatives

STRATEGIC GOALS CONTINUED

- To strengthen Government's ability for efficient procurement of information systems, infrastructure and resources
- To carry out planning, monitoring and evaluation of all Digital Government initiatives for measuring performance of digital public services

 To establish communication strategies and channels for improving adoption of eServices

STRATEGIC PILLARS

In order to realize the afore-mentioned objectives and goals, a roadmap was developed based on the below thematic areas:

- (i) Capacity Bulding
- (ii) Infrastructure & Access
- (iii) Policy & Regulations
- (iv) Systems & Processes
- (v) Institutional Framework

STRATEGIC PILLARS CONTINUED......

 Key recommendations were made under each pillar that demands the Government of Malawi to act on if the ambition of coming up with a digital Government is to be realized.

The Following were the recommendations as indicated within each pillar:

CAPACITY BUILDING

The following issues are highlighted under this theme:

✓ Need for Capacity Building of Government ICT staff in areas not limited to vendor management and contract management

✓Allocation of adequate resources for Training of Public Sector employees in all MDAs

✓ Skills Transfer from ICT Vendor through adequate contractual conditions and technical preparedness of Public Sector employees

CAPACITY BUILDING CONTINUED

✓ Develop Domestic Private Sector through preferential procurement and enhance quality by enforcing ICT common standards

✓Integrate ICT in education through regular curriculum updating

INFRASTRUCTURE ACCESS, SYSTEMS & PROCESSES

The following issues are highlighted under this theme:

√The requirement to consolidate the needs of all Government MDAs and establish Centralized Data Centres, Network Operating Centre, etc.

Need for Common Standards to ensure resource sharing & systems interoperability

INFRASTRUCTURE ACCESS, SYSTEMS & PROCESSES

✓Need to consider ICT as the best channel for Public Service Delivery by all MDAs within a span of 5 years

Explore alternative models of establishing infrastructure, such as "Asa-Service" model and Cost recovery model

POLICY & REGULATIONS

✓ Need for suitable legislation to champion Digital Government

✓ Policy Incentives should be put in place for promoting the local ICT industry

√There should be continuous refinement and upgradation of regulatory framework/masterplan

POLICY & REGULATIONS CONTINUED

✓ Need for An IT Authority to regulate ICT programs across the Government to ensure consistency, resource sharing and inter-operability Infrastructure

INSTITUTIONAL FRAMEWORK

Institutional set up is critical for a country that needs to reap digital dividends with the aim of transforming into a modern information society.

Several countries have managed to come up with such a society by instituting stand-alone entities in form of an Agency or Authority

INSTITUTIONAL FRAMEWORK CONTINUED

In view of that reference to the best practices, The Strategy highlighted the following:

- ✓ The need for Digital Government to be accorded high priority by Government and Parliament
- ✓The need for the Government of Malawi to tailor a Model that suits its environment since there is no "One Size Suits All" Model for Digital Government.
- ✓ An Agency for Digital Government is required for championing electronic Public Service Delivery. It should be backed by an enabling legislation
- ✓ Strong Collaboration between current e-Government Dept. and MDAs is required

CONCLUSION

- The Digital Government Strategy will be implemented for the period of 3 to 5
 years and will be opened for amendments and review since the ICT terrain
 is dynamic and is influenced with global emerging technological trends
- The Strategy has presented key ICT Projects to be implemented with their cost estimates, implementation roadmap, critical success factors, risk and mitigation strategies as well as Monitoring and Evaluation Framework
- Even though the World Bank are in the fore-front of financing the implementation of recommendations in the strategy, there is a need for Government of Malawi through treasury to continue rendering financial support to the Department of E-Government since the strategic targets goes beyond the Digital Foundations project's expected deliverables

THANKYOU FOR YOUR ATTENTION !!!!!