

E-governance is the outcome of E-government done well Emphasis on the transformative possibilities of e-Government make it clear that e- governance is the successful outcome of e-Government.

Building E-Governance In Africa: Please tell us a little bit about what Icon Capital does and what your focus is in Africa. Icon Capital is a venture capital firm. We have invested in nine different technology companies, IT companies and companies in national security. For the past two years, we have been completely focused on sub-Saharan Africa and countries like Nigeria, Senegal and Gambia. One of the things we are trying to bring to Africa through the venture capital route is an operational model where we build solutions from the companies in which we are invested in. Not many technology companies at this point in time are focused on Africa. We believe that for the social wellbeing of any nation there are two very critical elements. One is a safe nation, so security becomes paramount. The other is transparent governance. If people feel that they will be listened to by their governments and their voice has been heard, they feel more empowered. These are the two elements we are going to bring them. On national security, we build intelligence and surveillance solutions, which include command-and-control centers. On the e-governance side or the mobile government side, we help citizens to connect to the government, avoiding the middleman. If we can set up the technology that will help citizens interact with the government, they can apply for those things online. That removes a bit of corruption on the way. But we are doing projects that include command-and-control centers, which will help to get all the information sitting in one particular central area. You gather information about suspects, you gather information about your critical national infrastructure like airports and seaports or central banks and so on and so forth. To counter that, what they need is information at the right time. This is what we bring to some of the countries in Africa right now. Why the focus on Africa? In the space we are in, there are the big players. They are well-suited for larger countries because their minimum billing is high. On the mid-sized end, there are hardly any players, and none in Africa. No one is focused on Africa because of the size of the tickets. We feel that from a business perspective it makes a lot of sense to be in the sweet spot in Africa. Second, someone has to do something in Africa. We feel that we can bring a lot of value. When you talk about the low price or the less expensive projects, what kind of cost ranges are you talking about? So these are not small. How do these projects get funded? There are two or three ways. Multilateral organizations put in a lot of money. Secondly, countries like China or the U. Third, everyone today has a security budget because you can win or lose elections based on the security level. Wherever they are getting infected by terrorism, they know one thing, that security is a necessity, not a luxury. Hopefully, there you can be a little more open and give examples of the kind of projects that you have done in different African countries. That removes a bit of corruption. So first let me explain what we do in more detail. Besides doing the citizen-connect services I spoke about, which include things like birth registration, death registration, marriage, land, or whatever, the challenge is, not everyone is educated enough to use those services on a laptop or a mobile device. India is a perfect model. You can go to these entrepreneurs, they will do the things for you and they will charge a small commission. For example, electronic parliaments. We are doing paperless cabinet meetings and vote automation within the parliament. Another area is judiciary "€" electronic judiciary. Getting funding for these projects is not very challenging because a lot of people are interested. The multilateral institutions are interested in investing in something that is going to bring transparency to the government. In some of these states in Nigeria, at the country level in Gambia, Senegal and Rwanda, what we are working on are similar projects which will include, for example, automating the land department. Between the two which is growing faster and why? We feel that eventually mobile is going to overtake electronic because of the penetration of mobiles. Africa has never had landlines in numbers comparable to other parts of the world. Today, most of the mobile devices are smartphones. And the way smartphones are becoming cheaper by the day, we feel mobile government is the future. With electronic government, what the government is doing is creating a source of revenue for itself because there is a per-transaction charge. Secondly, they are creating employment in rural areas because those who are educated can teach their fellow citizens to provide these services. But to answer

your question, I feel that eventually mobile government will be a much bigger piece. If you look at the African e-governance market, how big is the opportunity and what are some of the challenges you face in dealing with them? The big challenge, of course, is going to be the funding. Most of the time, these governments are not even aware of the possibilities of e-government; to educate them is the first step. Then we have to explain to them how to approach a multilateral agency, because they need to develop a business plan. So a project approach needs to be created. We feel that without fundraising, these opportunities do not exist at all. There are a lot of interesting projects in Africa, but unfortunately none of them can be funded very easily. There has to be an ecosystem which we have to create. I personally feel that not many people are there educating them about e-government possibilities because they feel that basic needs – like power, infrastructure, roads – have to be sorted out first. If you make your citizens happy and they feel empowered and safer, you will have more time to do the kinds of things that they require. If you look at your activities over the next 18 to 24 months, where do you see your business going in Africa? We already have a presence in several countries directly. Most of our products and solutions are built on top of Microsoft technologies. Microsoft, which is very prominent in Africa, is taking us to 40 countries. We want to be present in most of the English- and French-speaking parts of sub-Saharan Africa. We want to be one of the largest technology companies of Africa. We want to utilize the sales platform to create other business opportunities, which are other than technology, in places like India or the Middle East. Because we have the platform in terms of networks, you can use those networks to create businesses that are not necessarily in the core business that you do. Never Miss A Story! Subscribe to ValueWalk Newsletter.

Chapter 2 : Deploying E-Government Technology in Africa – APR

An important contribution to the literature on the subject of e-governance in general, and e-governance in Africa in particular, as well as of ICTs and development in Africa.

Leadership Content Icon Capital Partners is a venture capital firm based in the United Arab Emirates that invests in small- and medium-sized organizations with strong fundamentals that offer e-governance and other online solutions. An edited transcript of the conversation follows. Please tell us a little bit about what Icon Capital does and what your focus is in Africa. Icon Capital is a venture capital firm. We have invested in nine different technology companies, IT companies and companies in national security. For the past two years, we have been completely focused on sub-Saharan Africa and countries like Nigeria, Senegal and Gambia. One of the things we are trying to bring to Africa through the venture capital route is an operational model where we build solutions from the companies in which we are invested in. Not many technology companies at this point in time are focused on Africa. We believe that for the social wellbeing of any nation there are two very critical elements. One is a safe nation, so security becomes paramount. The other is transparent governance. If people feel that they will be listened to by their governments and their voice has been heard, they feel more empowered. These are the two elements we are going to bring them. On national security, we build intelligence and surveillance solutions, which include command-and-control centers. On the e-governance side or the mobile government side, we help citizens to connect to the government, avoiding the middleman. If we can set up the technology that will help citizens interact with the government, they can apply for those things online. That removes a bit of corruption on the way. But we are doing projects that include command-and-control centers, which will help to get all the information sitting in one particular central area. You gather information about suspects, you gather information about your critical national infrastructure like airports and seaports or central banks and so on and so forth. To counter that, what they need is information at the right time. This is what we bring to some of the countries in Africa right now. Why the focus on Africa? In the space we are in, there are the big players. They are well-suited for larger countries because their minimum billing is high. On the mid-sized end, there are hardly any players, and none in Africa. No one is focused on Africa because of the size of the tickets. We feel that from a business perspective it makes a lot of sense to be in the sweet spot in Africa. Second, someone has to do something in Africa. We feel that we can bring a lot of value. When you talk about the low price or the less expensive projects, what kind of cost ranges are you talking about? So these are not small. How do these projects get funded? There are two or three ways. Multilateral organizations put in a lot of money. Secondly, countries like China or the U. Third, everyone today has a security budget because you can win or lose elections based on the security level. Wherever they are getting infected by terrorism, they know one thing, that security is a necessity, not a luxury. Hopefully, there you can be a little more open and give examples of the kind of projects that you have done in different African countries. That removes a bit of corruption. So first let me explain what we do in more detail. Besides doing the citizen-connect services I spoke about, which include things like birth registration, death registration, marriage, land, or whatever, the challenge is, not everyone is educated enough to use those services on a laptop or a mobile device. India is a perfect model. You can go to these entrepreneurs, they will do the things for you and they will charge a small commission. For example, electronic parliaments. We are doing paperless cabinet meetings and vote automation within the parliament. Another area is judiciary – “electronic judiciary. Getting funding for these projects is not very challenging because a lot of people are interested. The multilateral institutions are interested in investing in something that is going to bring transparency to the government. In some of these states in Nigeria, at the country level in Gambia, Senegal and Rwanda, what we are working on are similar projects which will include, for example, automating the land department. Between the two which is growing faster and why? We feel that eventually mobile is going to overtake electronic because of the penetration of mobiles. Africa has never had landlines in numbers comparable to other parts of the world. Today, most of the mobile devices are smartphones. And the way smartphones are becoming cheaper by the day, we feel mobile government is the future. With electronic

government, what the government is doing is creating a source of revenue for itself because there is a per-transaction charge. Secondly, they are creating employment in rural areas because those who are educated can teach their fellow citizens to provide these services. But to answer your question, I feel that eventually mobile government will be a much bigger piece. If you look at the African e-governance market, how big is the opportunity and what are some of the challenges you face in dealing with them? The big challenge, of course, is going to be the funding. Most of the time, these governments are not even aware of the possibilities of e-government; to educate them is the first step. Then we have to explain to them how to approach a multilateral agency, because they need to develop a business plan. So a project approach needs to be created. We feel that without fundraising, these opportunities do not exist at all. There are a lot of interesting projects in Africa, but unfortunately none of them can be funded very easily. There has to be an ecosystem which we have to create. I personally feel that not many people are there educating them about e-government possibilities because they feel that basic needs like power, infrastructure, roads have to be sorted out first. If you make your citizens happy and they feel empowered and safer, you will have more time to do the kinds of things that they require. If you look at your activities over the next 18 to 24 months, where do you see your business going in Africa? We already have a presence in several countries directly. Most of our products and solutions are built on top of Microsoft technologies. Microsoft, which is very prominent in Africa, is taking us to 40 countries. We want to be present in most of the English- and French-speaking parts of sub-Saharan Africa. We want to be one of the largest technology companies of Africa. We want to utilize the sales platform to create other business opportunities, which are other than technology, in places like India or the Middle East. Because we have the platform in terms of networks, you can use those networks to create businesses that are not necessarily in the core business that you do.

Chapter 3 : E-governance - News Archive - ITWeb Africa

e-governance is more than just a government website on the Internet and proceeds to define e-governance as the " application of electronic means in the interaction between government and citizens and government and businesses, as well as [the application of.

Omotayo Olaniyan African Union Regional Delegate to South African Development Community As the development process in Africa came under more intensive scrutiny in the late s, the attention of observers shifted to the relevance of governance. Governance was perceived as a critical factor in accelerated and sustainable economic growth and development. The divorce from the old pattern of governance was considered necessary for the advancement of economic development. Some countries were deemed to be operating under critical circumstances including doubtful political legitimacy and flawed economic management. Many African countries continued to rely on centralized and highly personalized forms of government and some had also fallen into an unacceptable pattern of corruption, ethnically based decision-making and human rights abuses. It was clear that there was need for more progress in the majority of countries to provide an environment in which individuals were protected, civil society was able to flourish, and Governments executed their responsibilities efficiently and transparently, through adequate institutional mechanisms that would ascertain accountability. These assumptions led to the convening of the Governance orum which attempted to define the character of governance and the related fundamental issues. Thus, this paper will first examine the outcome of the Forum. Subsequently, it will look into the progress that has been made before shedding light on some of the critical obstacles. In the last section, the way forward, attempts will be made to make some recommendations on the key challenges to governance. The Forum was informed by current initiatives and convened against the background of the urgent need to adequately address development problems in the continent. Following extensive debate, the Forum concluded with a Declaration which among other things emphasized that governance was central to the difficulties militating against rapid development of African countries. The Declaration associated governance with societal ills, persistent poverty, and the political crisis, as well as the prevalence of conflicts in some countries. For this reason, the Declaration stated that Africa would need to adopt a system of governance in which the various actors would recognize themselves and that the system should also respond to their aspirations. The Declaration further clarified that the process of renewing governance would occur at the local, national, regional, and continental levels, and should entail linkages with existing initiatives. It was noted that the local level should be the vital strategic level for the renewal of governance in Africa. Decentralization at the local level affords a suitable environment to devise and apply innovative methods in the management of public affairs and promote local development. According to the Declaration, localization is fundamental for the improvement of the living conditions of the people and the prevention of conflicts. In this connection, it was recommended that there should be representation of local government associations at the level of the AU through relevant mechanisms, and through the integration of local governance in the Draft Charter on Democracy, Elections, and Governance. At the national level, the Declaration flagged that the major challenges confronting states essentially relate to principles of respect for human rights, democracy, and governance, including effective public action, which are the pillars of the legitimacy of government. In other words, the capacity of the State should be enhanced to regulate, to ensure social dialogue, and to create an enabling environment for economic growth and for the informal sector, on which many people depend. At the regional level, the Declaration stipulated that the renewal of governance could be promoted by ensuring that the integration process rests firmly on local actors, spatial dynamics, and through targeted delegation of responsibilities to regional organizations, which should be reinforced at the institutional level. Furthermore, at the continental level, the Declaration stressed that the renewal of governance in the AU would, inter alia, entail the consolidation of its institutions. It would involve the strengthening of its financial basis and the reinforcement of its implementation, monitoring, and evaluation capacity. These were deemed essential for the advancement of continental integration and meaningful development of Africa. In effect, the Declaration provided additional understanding and a framework for the

promotion of governance in Africa. Progress in Governance While it is too early to evaluate the progress made in governance based on the Declarations and recommendations, it is not out of place to note some of the cumulative actions that have been taken in the overall desire for sound governance in the continent in recent years. The Declarations had to a large extent provided a dynamic for the on-going efforts on governance in the continent. To begin with, it is relevant to state and acknowledge that African countries have, at the national level, in recent years, initiated certain national governance programs to address specific governance issues. However, there are some challenges in the various areas in which actions have been taken. Generally, there were interventions to review management systems, processes, and mechanisms targeting the strengthening of institutions, including leadership and human resources capacity building, as well as effective operation of the State and the improvement of service delivery. Besides this, these interventions were also designed to promote the implementation of resolutions emanating from international bodies. Generally, these interventions and initiatives have been handicapped by poor institutional support, inadequate human resources, and paucity of funding. In effect, there is an urgent need to resolve these critical limitations in order to have sound governance systems in these countries. All these have provided the premises for the implementation of the Declaration of the Forum. In this context, there is a culture of progressive developments on governance at the continental level. During the second half of the s, the bases of renewal of governance were to be found in a number of instruments, namely: In , the Constitutive Act articulated the guidelines on governance for the continent. It defined the parameters of political, economic, and institutional governance of the continent. In the same vein, the Protocol on the Rights of Women and the Algiers Decision on Unconstitutional Changes of Government addressed the rights of women and their integration in the development process and the promotion of democratic governance in the continent respectively. The Solemn Declaration on the Conference on Security, Stability, Development, and Cooperation elaborated the fundamental principles for the promotion of democracy and good governance in the continent. The Solemn Declaration on Gender Equality in Africa that aims at effective mainstreaming of women into development process in Africa was adopted at the Summit of the AU. Other measures on governance involved the establishment of organs of the AU, the Peace and Security Council that deals with conflict prevention, management, and resolution; the Economic, Social and Cultural Council ECOSOCC that engages the participation of civil society, trade unions, and academics in the governance process of the African Union. In addition, the Africa Peer Review Mechanism APRM is an important system for the renewal of governance at the continental level; it is an arrangement facilitating the sharing of experiences in development by African leaders. The protocol has articulated the relations and method of coordination with the RECs in the pursuit of continental integration. It has repeatedly pointed out the centrality of governance factors and stressed the current African predicament and the interrelationship between good governance and sustained economic development. It advocated that a reversal of the economic decline would require proactive governments with improved capacity to effectively formulate policies, manage essential services, and show evidence of transparency and accountability. Challenges in Governance National Level Decentralization: At the national level, the policy of devolution of power and authority to sub-national governments is perceived as a method of re-establishing the African State and rebuilding its legitimacy from the bottom up. Other limitations are the low level of accountability of local government institutions and the necessity to improve the quality of service delivered. Rule of law and Human Rights: The lack of respect by leaders and citizens for the rule of law and human rights often poses a great challenge to stability. The judiciary in many states is handicapped by structural difficulties and inadequate funding. The independence, integrity, and performance of the judiciary would only be guaranteed through adequate funding, remuneration, modernization, professional staff, and regular training. In this area, there are challenges in the reform initiatives undertaken by African countries. There is an urgent need to enhance public service capacity, the provision of adequate incentives to public servants to retain highly qualified and motivated staff, increase performance and accountability, as well as reducing corruption. The use of ICT in government requires further encouragement and service delivery improvement. At the national level, wars, civil strife and the proliferation of light weapons militate against the efforts of some countries in the establishment of sustainable development. Some countries are still handicapped following current conflicts, and others by the challenges of

recovery following the termination of conflicts. The challenges following these include the consolidation of national capacities for the prevention of governance crises, conflict and natural emergencies and taking initiatives on peace-building. Furthermore, relating to national security, there are challenges in the capacity to manage cross-border population movements and coping with drug and small arms trafficking, epidemics, and human trafficking, to mention a few. Other important challenges at the national level include the lack of civic education among citizens and civil society leading to low participation in the political process at both national and local levels, low gender participation especially in the legislature, weak exploitation of the potential of traditional rulers in the governance process, and the lack of credibility of the electoral system, especially of the Electoral Commissions.

Continental Level Institutional Capacity: The transformation from OAU into AU in redefined the objectives of the continental organization with priority accorded to the complex problems of economic development. There are still challenges in institutional capacity in spite of the institutional reforms that were carried out over the last decade. There are challenges in attracting the best African brains to work in the organization. The limitations are to a large extent emanating from inadequate funding and the non-competitive professional staff remuneration, but there is an on-going process to resolve.

Supranational Authority and Transfer of Sovereignty: There is the challenge of the transfer of sovereignty to the supranational authority. Regional economic integration ultimately implies the creation of a unified political state following its process of market integration. As of now, market integration is gradually occurring at the regional level in the regional economic communities RECs , eight of which are designated as the pillars of continental economic integration. In effect, the transfer of sovereignty may be deemed to be made partially only to the RECs. It is envisaged that the ministers will, in their recommendations, pay attention to this concern. There are also the challenges of inadequate financial resources for the operation of the organization. The assessed contributions from some Member States are not paid up sufficiently regularly to ensure smooth operation of the institution and the implementation of programs and projects. Governance of the organization is weakened and compromised as a result of unpredictable resources. Other important governance challenges are to be found in the development of infrastructure, including the harmonization of commercial and transport laws and regulations. Progress in the development of a continental infrastructure, network of roads, railways, and air transportation is constrained by inadequate political commitment, human resources, and capital. In some cases, where agreements have been reached in regional road transport development, implementation projects run into delay difficulties as a result of mismanagement and corruption. The Way Forward African countries have taken a number of necessary and bold initiatives on governance as one of the essential factors for sustainable economic growth and development for the alleviation of poverty. But these initiatives are still constrained by a number of critical challenges that should be tackled to enhance the prospects of governance and if development objectives are to be attained.

National Level In the way forward there is a need for further improvement in public sector management and delivery. The financial, human resource, and ICT limitations in these areas should be removed to ensure meaningful progress. There are also financial, human resource, ICT, and capital limitations in the process of decentralization. These should be removed in order to enhance the functioning of local authorities. The private sector is critical to accelerated economic growth and development but this sector still suffers major constraints in its full operation; mismanagement and corruption are some of the hindrances in governance in the private sector that should be eliminated to ensure sound governance. The three arms of government still suffer from linkages and influences of one arm on the other. Stronger application of the principles of separation of powers between the Executive, Legislature, and Judiciary are required to guarantee excellent and effective governance. There are legal and judicial reforms underway in many countries but progress has been slow as a result of a lack of adequate experts, ICT, and financial resources. The strengthening of legal and judicial reforms are preconditions for the monitoring of human rights and robust governance. Parliamentarians are representatives of their constituencies and are obliged to be responsible to them and serve their interests. There should, in this context, be consistent forward and backward linkages between constituents and their parliamentarians. There is a gulf between parliamentarians and their constituencies deriving from poor communications arrangements and or lack of interest on both sides. The communications linkages with parliamentarians should be improved and built where they do not exist. There

should be an increase in information to the public on the responsibilities of parliamentarians to their constituencies. Also, efforts should be made to elevate the calibre of parliamentarians representing constituencies. Parliament is a law making body; those who operate as parliamentarians should comprehend the art of government and the processes of law making for sound governance. There continues to be improvements in the electoral bodies in many countries but they still operate under some constraints deriving from inadequate skilled personnel, funding, and technology. It is therefore vital that the capacity of electoral bodies should be enhanced to guarantee better governance during elections and ensure smooth transition from one government to the other.

Chapter 4 : Annex 1: Governance in Africa Challenges and Prospects

x e-Governance in Africa In such an environment, e-governance in Africa, From Theory to Action: A Handbook on ICTs for Local Governance by Gianluca Carlo Misuraca, is a timely and significant effort to provide a comprehensive.

Government-to-employees G2E Within each of these interaction domains, four kinds of activities take place: In this model, users can engage in dialogue with agencies and post problems, comments, or requests to the agency. To enable the citizen transition from passive information access to active citizen participation by: Informing the citizen Encouraging the citizen to vote Consulting the citizen Non-internet e-government[edit] While e-government is often thought of as "online government" or "Internet-based government," many non-Internet "electronic government" technologies can be used in this context. Some non-Internet forms include telephone , fax , PDA , SMS text messaging, MMS , wireless networks and services, Bluetooth , CCTV , tracking systems, RFID , biometric identification, road traffic management and regulatory enforcement, identity cards , smart cards and other near field communication applications; polling station technology where non-online e-voting is being considered , TV and radio-based delivery of government services e. There are many considerations and potential implications of implementing and designing e-government, including disintermediation of the government and its citizens, impacts on economic, social, and political factors, vulnerability to cyber attacks , and disturbances to the status quo in these areas. The political nature of public sector forms are also cited as disadvantages to e-government systems. This is much riskier and prone to fluctuation than a system of trust that is based on reputation because performance does not consider past actions. Age-old bureaucratic practices being delivered in new mediums or using new technologies can lead to problems of miscommunication [25] Hyper-surveillance[edit] Increased electronic contact and data exchange between government and its citizens goes both ways. Once e-government technologies become more sophisticated, citizens will be likely be encouraged to interact electronically with the government for more transactions, as e-services are much less costly than bricks and mortar service offices physical buildings staffed by civil servants. This could potentially lead to a decrease in privacy for civilians as the government obtains more and more information about their activities. Without safeguards, government agencies might share information on citizens. In a worst-case scenario, with so much information being passed electronically between government and civilians, a totalitarian -like system could develop. When the government has easy access to countless information on its citizens, personal privacy is lost. The outcomes and effects of trial Internet-based government services are often difficult to gauge or users seem them unsatisfactory. Digital divide An e-government website that provides government services often does not offer the "potential to reach many users including those who live in remote areas [without Internet access], are homebound, have low literacy levels, exist on poverty line incomes. False sense of transparency and accountability[edit] Opponents of e-government argue that online governmental transparency is dubious because it is maintained by the governments themselves. Information can be added or removed from the public eye. To this day, very few organizations monitor and provide accountability for these modifications. Even the governments themselves do not always keep track of the information they insert and delete. E-government allows for government transparency. Government transparency is important because it allows the public to be informed about what the government is working on as well as the policies they are trying to implement. Simple tasks may be easier to perform through electronic government access. Many changes, such as marital status or address changes can be a long process and take a lot of paper work for citizens. E-government allows these tasks to be performed efficiently with more convenience to individuals. E-government is an easy way for the public to be more involved in political campaigns. It could increase voter awareness, which could lead to an increase in citizen participation in elections. It is convenient and cost-effective for businesses, and the public benefits by getting easy access to the most current information available without having to spend time, energy and money to get it. E-government helps simplify processes and makes government information more easily accessible for public sector agencies and citizens. For example, the Indiana Bureau of Motor Vehicles simplified the process of certifying driver records to be admitted in county court proceedings. In addition to its

simplicity, e-democracy services can reduce costs. E-democracy One goal of some e-government initiatives is greater citizen participation. Blogging and interactive surveys allow politicians or public servants to see the views of the people on any issue. Chat rooms can place citizens in real-time contact with elected officials or their office staff or provide them with the means to interact directly with public servants, allowing voters to have a direct impact and influence in their government. These technologies can create a more transparent government, allowing voters to immediately see how and why their representatives in the capital are voting the way they are. This helps voters decide whom to vote for in the future or how to help the public servants become more productive. A government could theoretically move more towards a true democracy with the proper application of e-government. Government transparency will give insight to the public on how decisions are made and hold elected officials or public servants accountable for their actions. The public could become a direct and prominent influence in government legislature to some degree. Paperless office Proponents of e-government argue that online government services would lessen the need for hard copy paper forms. The United States government utilizes the website <http://www.usa.gov>. Speed, efficiency, and convenience[edit] E-government allows citizens to interact with computers to achieve objectives at any time and any location and eliminates the necessity for physical travel to government agents sitting behind desks and windows. Many e-government services are available to citizens with computers and Internet access 24 hours a day and seven days a week, in contrast to bricks and mortar government offices, which tend to be only open during business hours notable exceptions are police stations and hospitals , which are usually open 24 hours a day so that staff can deal with emergencies. Improved accounting and record keeping can be noted through computerization, and information and forms can be easily accessed by citizens with computers and Internet access, which may enable quicker processing time for applications and find information. On the administrative side, access to help find or retrieve files and linked information can now be stored in electronic databases versus hard copies paper copies stored in various locations. Individuals with disabilities or conditions that affect their mobility no longer have to be mobile to be active in government and can access public services in the comfort of their own homes [43] [44] as long as they have a computer and Internet and any accessibility equipment they may need. Although Internet-based governmental programs have been criticized for lack of reliable privacy policies, studies have shown that people value prosecution of offenders over personal confidentiality. The previous concern about developments in E-government concerning technology are due to the limited use of online platforms for political reasons by citizens in local political participations. In the development of public sector or private sector portals and platforms, a system is created that benefits all constituents. Citizens needing to renew their vehicle registration have a convenient way to accomplish it while already engaged in meeting the regulatory inspection requirement. On behalf of a government partner, the business provides what has traditionally, and solely, managed by government and can use this service to generate profit or attract new customers. Government agencies are relieved of the cost and complexity of having to process the transactions. The self-funding model creates portals that pay for themselves through convenience fees for certain e-government transactions, known as self-funding portals. Social networking services and websites are an emerging area for e-democracy. Proponents of e-government perceive government use of social networking as a medium to help government act more like the public it serves. Examples can be found at almost every state government portal through Facebook , Twitter , and YouTube widgets. Government and its agents also have the opportunity to follow citizens to monitor satisfaction with services they receive. Through ListSrvs, RSS feeds, mobile messaging, micro-blogging services and blogs, government and its agencies can share information to citizens who share common interests and concerns. Government is also beginning to Twitter.

Chapter 5 : E-Governance In Africa:

Consequently the e-governance in Africa is expressed through the various phases of an electoral process (before, during and after the vote). In fact, ICT offer to African citizens possibilities to access to all information necessary to be aware of the democratic stakes of an election.

The incident of the modern information technology IT has, no doubt, completely transformed our general approach to business; the way and speed at which we communicate; the way government businesses are transacted and also the way government services are packaged and delivered to citizens and, consequently, our lifestyle generally. With the advancement of IT, which is ever ongoing, the world can never be the same again. E-government can be defined as: According to Kitaw , e-government is the use of ICT to promote more efficient and effective government, facilitate the accessibility of government services, allow greater public access to information, and make governments more accountable to citizens. More broadly, e-government can be referred to as the use and application of information technologies in public administration to streamline and integrate workflows and processes, to effectively manage data and information, enhance public service delivery, as well as expand communication channels for engagement and empowerment of people UN, E-government is aimed at transforming government administration, information provision and service delivery through the deployment and exploitation of ICTs. It can, therefore, be viewed as the use of technology to transform the processes and procedures of how government works to bring about improvements, how government interacts with and provides services to those who it serves Dzidonu, Similarly, at the national level each country has its own arrangement aimed at enabling it to draw maximum benefits from the use of modern ICT for e-government. E-government holds the potential to improve the way governments deliver public services and enhance broad stakeholder involvement in public service. It is an enabler of the effective, transparent and accountable institutions envisaged by world leaders UN, and helps government to go green and promote effective natural resource management to stimulate economic growth. Apart from facilitating knowledge sharing, skills development, transfer of innovative e-government solutions, capacity building and sustainable development amongst countries, ICT makes the running of government business more efficient, faster and more cost effective. The impact of ICT in the world today cannot be over-emphasized because it enhances productivity, growth and business performance, so no country today can hope to be globally competitive without leveraging the power of ICT. The attainment of leadership positions in e-government remains a dream without the availability of the requisite institutional and infrastructural frameworks. Governments spend billions of dollars on ICT infrastructure and services annually. However, this is in functional or ministerial silos and largely skewed towards hardware purchases and ICT infrastructure. E-government development rests on three important dimensions: The state of e-government readiness in a country is a function of the combined levels of its economic, technological and human resources development UN, A survey of e-government readiness ranking UN, confirms that while North America and Europe, with the aggregate state of e-government readiness of 0. According to the survey it is only South Africa, Mauritius and Seychelles 0. The situation slightly changed in as most countries improved on their ranking. However, the African average of 0. Still no African country falls within the first 25 in the ranking. According to the UN E-government Survey , no African country has attained a very high level in the e-government ranking. However, even though African states are still lagging in the race for automation of government business via the deployment of e-government, some progress has so far been made. Typical examples are as follows: The rest are still within the low category, which is dominated by African countries. In Morocco, for instance, in its efforts to bring state-of-the-art e-services to its citizens and include them in the decision-making process, the government developed an e-consultation platform through the website of the secretary to the government, where citizens can access legislative texts online, read and download them, and post their comments and concerns. This creates a transparent, inclusive and easy channel through which citizens can share their concerns and make their voices heard; hence enriching democratic governance processes in the country. Similarly, in the small island of Mauritius the government has developed an online portal and

telecommunication infrastructure. Their website offers citizens an exhaustive list of e-services segmented by target persons. Government has invested in infrastructure, communications and education, which raised the Human Capital Index of Mauritius and in turn raised its ranking in the regional E-Government Development Index EGDI from 93 in to 72 in. The portal also offers citizens a platform for e-participation through chat rooms, a media library, blogs and discussion forums. In Nigeria, the adoption of e-governance has three main target groups which can be distinguished in governance concepts: The realization of the transformative power of ICT has led Nigeria to adopt e-governance as a part of government policy. This has resulted in better public services delivery in a more efficient, cost-effective and transparent manner. Olaopa, Nigeria has also created a ministry specifically charged with the responsibility to regulate ICT-related issues. Many countries have had the budget meant for e-government development corruptly mismanaged by those entrusted with the project, thereby making e-government a mirage. There is also the problem of poor governmental policy formulation. ICT for e-government requires a heavy financial outlay, which many African governments cannot afford. They largely appear to have chosen to limit their level of participation to their financial capacity. There is no doubt that the deployment of e-government in Africa has offered great opportunities for enhancing public administration and, in turn, social and economic development. It can also be a strategic tool for transparency, competitiveness, performance, information dissemination, facilitate technology literacy, accessibility, functionality, executing, evaluating and expanding shared opportunities and networking. This makes for smart open government.

Chapter 6 : E-government - Wikipedia

Building E-Governance In Africa: One Pioneering Company's Approach. Icon Capital Partners is a venture capital firm based in the United Arab Emirates that invests in small- and medium-sized organizations with strong fundamentals that offer e-governance and other online solutions.

Chief of these is Good Governance, not only in business but primarily in Government itself. If they are not met, the entire system above this becomes irrelevant. Witness the intense frustration and anger of residents leading to various protests and riots, resulting in deaths, injuries and destruction of the very infrastructure and facilities that are meant to provide services. Municipalities become sustainable able to deliver the right service, at the right level, on a continuous basis when: There is adequate capacity [Appropriate skills, numbers of employees, equipment, structure, the will to serve and deliver] 3. It is not merely connecting systems or data, but includes the management of people and the processes that make up the municipal value chain from input to output. Some factors are random and specific to particular data, such as a data-capturer who has a headache on a particular day, and enters some data incorrectly. Others are pervasive and systematic, and affect the entire data set, and the whole of the systems operation, from its very structure, through data capture, to presentation in reports. It is these latter foundational factors that will be addressed in this paper. Incorrect billing is a regular occurrence. The billing crisis is paralleled by the many challenges against valuation roles published by municipalities, because of errors and omissions. The billing process appears to begin with the reading of a meter, followed by capturing the reading into the billing system. The billing system then calculates usage since the last reading by subtracting the previous from the current, applies a tariff rate to the difference, and calculates the billable amount. This information is printed on a standard document and posted to the consumer, who should then pay this amount. Possible sources of error are: The meter was read incorrectly 2. The reading was incorrectly transcribed 3. The wrong meter was read neighbours meter 4. It began when the land parcel, being billed, was created. This was then acquired by someone, and in theory a consumer should have been created in the financial system. When the land parcel number is not available some other random number is used, and the system is now vulnerable, because the creation of this number is not logically repeatable and the process cannot be traced, checked or audited. On a fairly frequent basis we see financial systems discarded and new ones installed, because of billing failures. And then the new system also fails. In fact neither financial software system is at fault. The fault lies in the foundational data. In a system transition, when the foundational data is not clearly established then the data is easily damaged, and almost impossible to repair, because it connects to no auditable verifiable entity in a maintained system. The new system then results in greater chaos than originally existed. Thoroughly cleanse this data in an iterative process, by connecting the parcels to the SG diagrams and deeds registration data, and correcting differences until all three datasets are cleansed. Link municipal financial data property register to this data set. Iteratively clean and check the financial data property register until it links correctly to the cadastral data 5. Conduct a consumer audit using the new cleaned property register as the reference set, to identify and distinguish between owners and occupants. Conduct a meter audit to correctly link every meter to the correct property and consumer. Conduct a General Valuation based on this data 8. Maintain all related linked data sets Town Planning, Building Plans, Transfers The property register, linked valuation role, and associated consumer data will now be in a state that will enable correct billing of services and rates. This is of course assuming that the billing related processes are appropriate and correct, which may not be the case 2. However the cadastral system is the paper system of diagrams and deeds, for which Land Surveyors and Conveyancing Attorneys are responsible. They guarantee your title. The surveyor general and deeds office merely store the records, in paper form. They also make available digital data summarising this Paper System. The digital system is not the system and is merely a mirror, incomplete, cracks and gaps, and all. The digital data integrity is constrained by work load, capacity problems and integration challenges in the offices of the Surveyors General and the Registrars of Deeds whose primary mandates are the Paper Systems. If the intermediary who sets up and maintains the system for a municipality is unaware of the problems and challenges in the Cadastral data, then they will clearly not resolve

them, and in all likelihood, were they aware, they would not be able. This cleansing is a time consuming resource intensive process that demands knowledge skill and experience. Municipalities should choose a qualified partner for this process. Historically assets were acquired and massed together in the financial system as a single value for roads, a single value for water and sewer, and a single value for electricity, and so on. There was therefore no need to maintain accurate information relating to asset location, condition, maintenance, or disposals. Many engineers kept good records to enable the maintenance and management of the assets, but with the amalgamation of municipalities many plans were lost. Combining this with the massive turnover of staff, and the lack of capacity relating to numbers qualifications, skills and experience, most current municipalities are hard pressed to tell you how much of anything they own, much less where it is or what condition it is in. Expenditure on assets has been a wonderful fraud gap for the dishonest. Legislation requires that a fixed asset register identify the location of every asset, and that each asset be broken into logical components. This is because different components will have a different Expected Useful Life, and differing maintenance requirements. Each assets condition must be assessed and a reasonable value determined. Simultaneously financial expenditure on complete projects must be reconciled with assets found in the field. The entire asset register must be revaluated on an annual basis to ensure that it still reliably represents the asset values. This is one of the prime factors creditors use in determining loan risk to that municipality. Effectively they would then pay higher interest than others on their loans. The result is lower financial capacity to meet their other service delivery obligations. Achieve clean audits on Annual Financial Statements; 2. Maintain systems for sustainable quality financial statements and management information 3. Minister warned officials of Municipalities and Provincial Departments not to lose documents, especially when auditors are on site – culture of disclaimers will be created; 4. Officials to have technical and conceptual skills; 5. Interface between financial and non-financial information is a challenge 3. One of the major failures of municipalities has been under-budgeting on the maintenance and replacement of infrastructure assets, and under-budgeting on technical support staff to maintain assets. This will make both negligence and bad management apparent, as well as make the real cost of failure to maintain measureable in Rands and Cents, and this can then be directly linked to the performance of the responsible individuals. Existing asset are not reflected in the register, making them vulnerable to theft and fraudulent sale 3. The asset are incorrectly valued, raising questions of appropriateness of expenditure 4. No paper trail substantiating the existence and finances relating to assets can be found 3. A link to the financial system is required so that it correctly reflects the financial aspects of the assets. Determination of asset condition and value are specialist engineering functions, with a financial implication. Maintenance of the financial dimension of an Asset Register is a fairly complex task, and goes way beyond the functional capacity of the average GIS. In other words a specialist Asset Management system is needed. An audit on tens of thousands of assets demands very clever access to documents. Consider the mass of engineering plans, reports and the complex financial claim documents, and the need for a document and records management system is obvious. The changing condition and value of assets demands a clever set of survey and data capture technologies to maintain the data. Our discovery was that no commercially available software was adequate to the task of integrating these four technologies, GIS, Database, GPS Camera and so we had to write our own. Integrating this data back into the various component systems of the asset register presents yet another process and data integration challenge that must be solved with consideration of the structure and capacity of the client organisation. An additional tool we have acquired to assist with the rapid an reliable acquisition of comprehensive infrastructure, land, land use and building data is the IPS2 Mobile Mapping technology from TOPCON. This provides a degree digital image, integrated with a dense 3D point cloud at 45 points per second. From this every visible feature can be reliably mapped and assessed. Driving through a town at 30 kilometres per hour is rapid data acquisition by anyone terms. Massive time efficiencies and cost savings are achieved. A district municipality has six local municipalities in its area. Two of them are parts of former homelands and have hundreds of rural villages with hundreds of boreholes. There are two water boards delivering water in parts of these two municipalities, while other areas are serviced by the local municipalities. There are hence 8 role players excluding the district. Complaints relating to water and water infrastructure are received and processed by all

of these parties. Both the National Department of Water Affairs and Forestry and The Department of Agriculture run projects in the area, and residents also regularly take water supply issues into their own hands. Much of the infrastructure crosses Local, District and even Provincial boundaries with shared infrastructure in all cases. The total asset count is near items, with some 40 water meters. Some read some not some working some not. Now plan, create, maintain and keep records of all of this, and manage the interactions between role players, so that the auditor general can be satisfied that there is no fraud or misrepresentation. And do this in amongst the turmoil and pressure of service delivery protests, where each resident sees only their own need. Consumer complaints should be linked to the infrastructure shown in the GIS. This will create a record of infrastructure failures and help in the annual assessment of condition and resultant definition of a refurbishment program including the budget. Every service delivery point therefore needs to be linked into the system to facilitate the capture of these complaints. Complaints are then routed directly to the appropriate department or person to ensure rapid response. An analysis of the responses from the recording of complaints to finalisation then provides a measurement of the performance of the department and the municipality as a whole. It also enables tracking of and reporting to consumers on queries relating to complaints. It has to create a single operational environment where every processes begins and ends, and launches appropriate sub processes.

Chapter 7 : IFLA -- e-Governance in West Africa

UNESCO (), e-governance is the public sector's use of information and communication Implementation of E-Government in South Africa, Successes and Challenges.

Could fibre help Zimbabwe with cash flow? The roll-out of backbone infrastructure for fibre connectivity in Zimbabwe is also seen as aiding e-governance projects that the government Created on 27 September 2. Huge needs in areas of e-governance, education, security, healthcare and across private sectors are driving demand for ICT Created on 06 September 3. Henry Geoffrey Kerali, World Bank Country Director says the organisation is proud to be associated with the project, which he believes will contribute towards efficiency in e-governance and create jobs. Created on 30 August 4. Created on 25 August 5. Mauritius strategises to retain top e-govt ranking Mauritius Highly ranked island nation is exploring the latest trends and technologies in e-governance. Created on 07 April 6. Zambia smartens up with new national data centre Zambia Created on 24 February 7. Created on 09 November 8. He said Smart Zambia phase two will also be financed by China, but did not specify when the next Created on 30 September 9. African Telecommunications Union plays catch up Africa Created on 06 September Botswana floats tender for e-governance system development Botswana Local businesses have in the past complained that mostly foreign companies have secured tenders. Created on 12 April Created on 23 November Created on 24 April Created on 30 March Rwanda hosts e-governance forum Rwanda The forum explores the promotion of ICT as a tool for effective service delivery. Created on 24 March ICT skills training, urban development and planning, and the digitisation of public services through e-governance solutions. The launch of the research lab in Kenya was the first of such facilities IBM Created on 09 February UN says Africa weak on e-government initiatives Mauritius United Nations report highlights how African nations fall far below the global average. African nations fall far below global standards regarding e-governance. This is according to a United Nations Created on 14 July Created on 21 January Metuh further said technology implementations such as e-governance, the nationwide Created on 06 January Fred Matiangi, having said Created on 02 December Existing computing systems in Africa fail to allow electronic government service systems to be Created on 21 November Start.

Chapter 8 : Building e-Governance in Africa: One Pioneering Company's Approach - Knowledge@Wharton

Mobilitate was one of the earliest attempts to ignite movement in the e-governance field. Started by South Africa entrepreneur Lionel Bischoff in , Mobilitate set itself up as the go-to platform for citizen-local government engagement.