

CAUCUS 2

INTEGRATED INFO INFRASTRUCTURE/ E-GOVERNMENT SERVICES

OBJECTIVE

- ❖ Facilitate efficient and effective Government services
- ❖ Enhance data access and protection stewardship of public data & information
- ❖ Offer consistent, integrated, e-government citizen centric services

KEY OUTCOMES

Integrated Info-Infrastructure

- 1 Enhanced public data integrity that facilitates **efficient and effective delivery** of Government services
- 2 Improved **transparency and accountability** through securely accessible public data and information, hence promoting positive international image of Kenya
- 3 **Improved Kenya's e-Government** ranking in the world in line with the digital government philosophy

KEY OUTCOMES

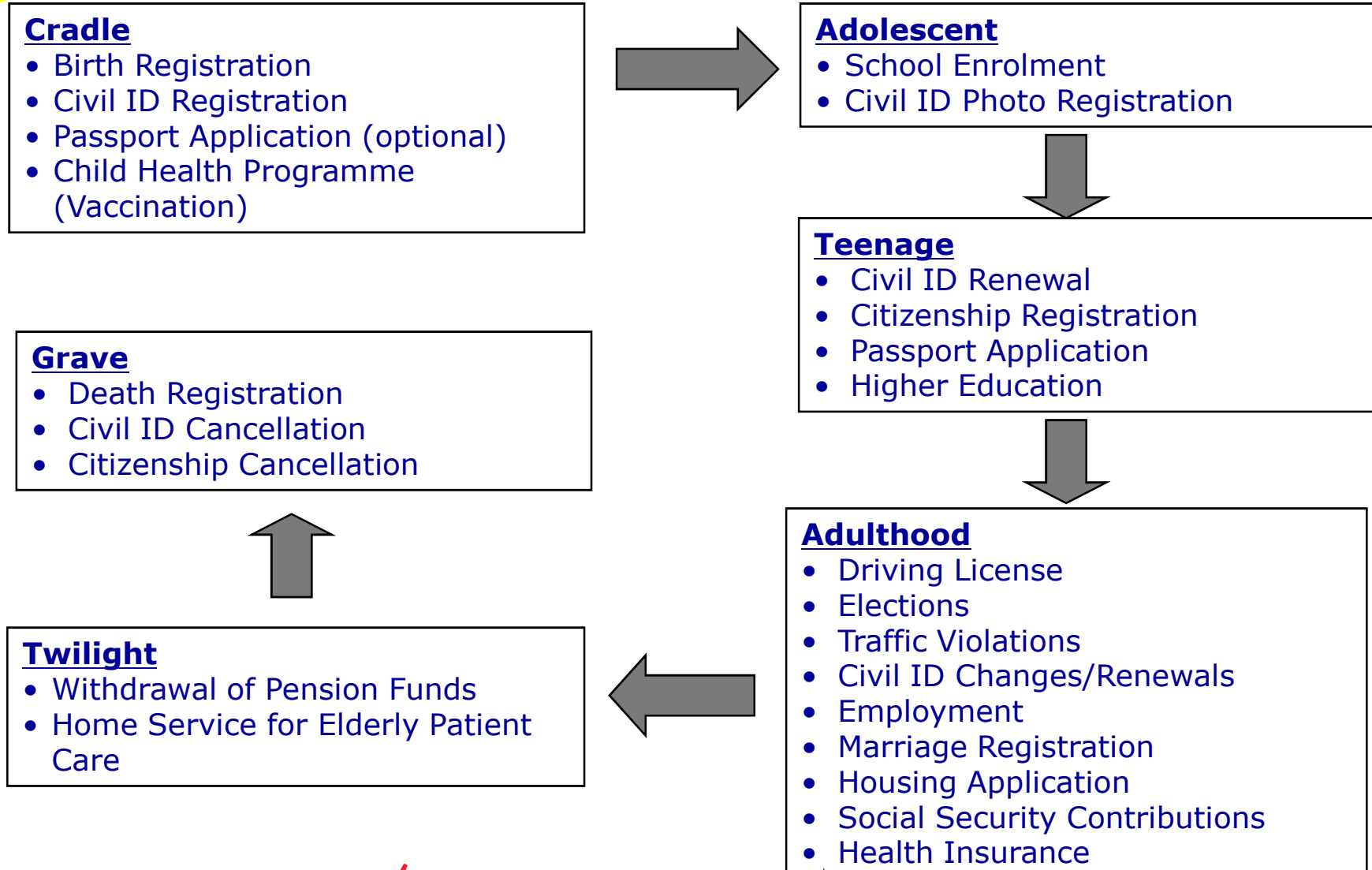
E-Government Services

- 1 Increased **public value of e-Government services** with 50% of adults accessing at least one e-service
- 2 8 out of 10 users being **'very satisfied'** with the quality of GoK electronic services
- 3 Enhanced digital presence and economic competitiveness using ICT thereby improving the **e-government ranking** and **ease of doing business rank** internationally to below 90 and 100 respectively by 2017

A Typical Citizen's Life Cycle <- -> Government Services

Sample

A Citizen interacts with Government as follows:



FLAGSHIP PROJECTS

- 1 **Assets Data Hubs**
 - ❖ Transport Information Management System (TIMS)
- 2 **Personal Data Hubs**
 - ❖ Integrated Personal Registry System (IPRS)
 - ❖ Company, Societies and Marriage Registry
 - ❖ e-Passport, e-Citizen, e-Health
- 3 **Middleware**
 - ❖ Huduma Centers
- 4 **Open Data Hubs**
- 5 **National spatial data infrastructure (NSDI) as land data hub**

Assets Data Hubs - TIMS

Objective: Integration of all existing heterogeneous databases from the various Transport stakeholders into one Central Data Repository (CDS) accessed through Internet and Mobile technologies

Status:

- ❖ Delivery, Installation and Configuration of Servers at the NTSA Data Centre has been completed
- ❖ Completion of the prototypes design, documentation and sign-offs for all the modules completed
- ❖ Integration of the following 3rd Party Systems has been completed:
 - ❖ Simba System for Customs data
 - ❖ iTAX for PIN Identification information for Individuals and Companies
 - ❖ National Reference Bureau system for validation of Identification Numbers.

Personal Data Hubs

Objective: Enhance Internal Security through authoritative determination of real identity of individuals.

IPRS Status:

- ❖ IPRS database has been populated and organisations have been linked to it for verification e.g. birth and death authenticity, KRA tax payment validity etc.
- ❖ IPRS roll out to department of immigration is on going, and all passport-issuing centres are connected.
- ❖ The National Population Register is already established with about 19.3 Million records of Kenya citizens (18 years +)

Huduma Centers

Provides citizens access to public services and information from One-Stop-Shop. So far:

- ❖ Huduma centers established in 31 counties
- ❖ 45 services offered serving about 30,000 citizens a day
- ❖ 2 billion shillings being collected through Posta Pay

Personal Data Hubs - Registries

1. **Company Registry**

- ✓ The Registry has greatly improved in handling reservation of Company names, payments and searches.
- ✓ Company name reservation is now instant with payment via MPESA

2. **Societies Registry**

- ✓ Offering registration of welfare Societies at the Huduma Centres in Nairobi and Machakos

3. **Marriage Registry**

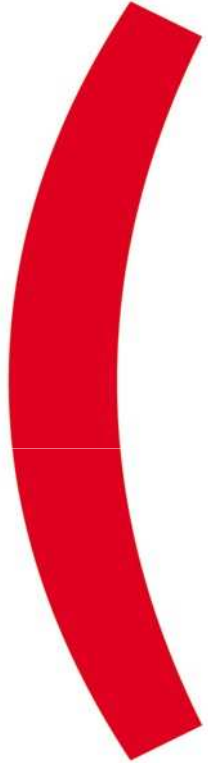
- ✓ Marriage Records are now being scanned and digitized

Challenges

- ❖ Sustainable management of the e-government portals/websites
- ❖ Integration and streamlining of systems across National and County governments
- ❖ Awareness creation of available e-government services for Citizens

Recommendations

- ❖ Ensure collaboration and partnership between public and private actors on e-services
- ❖ Utilize the diversity in caucus membership to collect and monitor usage of e-government services
- ❖ Educate and communicate on government e-services to citizens



THANK YOU

Q&A