E-Governance in Srilanka
Case Study Report

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Abstract :

In order to analyse the initiatives of theE-Governence in srilankna, a case study was developed studying the history of e-governance in Sri Lanka and what projects were implemented, their outcomes. The role of government, private organizations, and local bodiesin this process studying the challenges and issues faced in the wayand how Sri Lanka tackled those problems and now ranks 85th position in E-Government development index by UN.

Introduction

The use of Information technology by almost all the seconds is widely spread in Public Administration and is becoming an indispensable presence in the current time. E-Governance, the use of IT together with the internet as a tool to enable easy access of public services to maximize efficiency, enabling effective participation of citizens (e-Demoracy).

While the private sector has high levels of adoption of technology in the automation, operation , productive and administrative process, public and government seconds still require qualitative help in the provision of services to meet the demands of society. One of the main reasons is also because for public sectors this needs to be carried out in scale.

Egovernance in Srilanka

The use of Information technology in srilankan government dates bac to 1980s which ICT development need was first recognized by srilankan government. This resulted in National computer policy in 1983. It was first attempted by the Natural Resources, Energy and Science Authority of Srilanka. This gave rise to the Computer and Information Technology Council of Srilanka (CINTEC), later termed as Council for Information technology. The main objectives were :

- Harness computer technology in all its aspects , for the benefit of the people of Srilanka and to further the soco economic development of the nation.
- Promote and guide the development of computer related resources and their application to anticipate and meet the future needs of the national economy.

The issues sirlanka faces initially in implementing E governance systems are :

a. ICT and public sector reforms.
    i. Poor record of implementing civil service records.
    ii. There were many failed attempts in the year 1987, 1991, 1996
    iii. Srilankan public sector was overly staffed. 650, 000 government employees for a population of 19 million which is quite large in ratio
    iv. Very low level use of ICT within government agencies which led to slow down in ICT growth,
    v. Overall literacy rate being very high (80%) but digital literacy rate of around 6% (Urban) and 3% in rural areas.
b. Information Infrastructure Network and services
    i. The development of infrastructure and internet services was very slow.
    ii. And mostly, internet infrastructure and services were limited to the provinces. Not reaching the rural areas of the country.

c. Software Industry
    i. There was very small software industry operating in the country,

E-srilanka Program

In 2002, the E-Srilanka project was launched. It was an auspicious project taken to develop the system of E governance in the country. This was the initiative to take the dividends of ICT to every village, to every citizen and to every business and transform the way the government thinks and works. The objective of using ICT to foster social integration, peace, economic growth, and poverty education.

The objectives of E Srilanka programs where

a. Provide more convenient and better service to citizens with the use of Information technologies.
b. Disseminate ICT to every region of the country.

c. Bridging of the digital divide,
d. Better service provision using social media.
e. Enhanee good governance
f. More developed leadership and skills in ICT
g. Job creation through ICT industry, ICT-enabled services, and enhanced competitiveness of user industries and services
h. More effective, citizen-centred, and transparent government
i. Empowerment of the rural poor, women, and youth through increased and affordable access to information and communication tools.

The Information and Communication Technology Agency of Sri Lanka (ICTA), which became operational in July 2003 under the Information and Communication Technology Act, is the implementing organisation for this initiative. Under this program, ICTA developed a unique ICT skills framework identifying the specific skills needed at different staff levels and categories, namely senior managers,project managers, IT managers and general staff.The modules in the framework are grouped under three categories:

a.General Skills
b.ICT Management and Technical Skills s
c.Strategy and Leadership Skills

Both projects, 'ICT Skills Training for Government' and 'ICT Literacy for Citizens', fall under the 'General Skills' category of the framework, which covers ICT awareness and literacy. The overall objective of the two projects is to raise the ICT literacy level in the public sector and in society at large.

ICDL's Role in the e-Sri Lanka Project

ICTA worked with ICDL Sri Lanka first in formulating the framework of ICT skills for the country, by getting a number of industry and academic consultants to work together, under the auspices of the international ICDL certification.

Once the framework was accepted by the decision makers as well as industry, ICDL was immediately seen as the right solution for implementing ‘e-Sri Lanka’. The two certification programmes, e-Citizen and ICDL (Start), fitted with the framework very well at the ICT foundation level and ICT certification level respectively.

ICDL Sri Lanka signed a landmark agreement with ICTA in 2005, sponsoring 10,000 ICDL examinations for state employees and 100,000 e-Citizen examinations for Sri Lankan citizens1. In order to encourage citizens to qualify in both certification programmes, the government not only reimbursed the full examination costs for candidates who successfully complete the programme, but also reimbursed the training costs for the first 1,000 candidates.

In 2006, the Ministry of Education of Sri Lanka formally adopted ICDL as the required standard for ICT skills training for its principals and teachers. With teachers taking these qualifications, more and more young students are interested in the programmes as well.

So far, over 1,000 school directors from all parts of the country have undergone training, and over 2,000 teachers have been trained in ICDL

At a recently concluded certification distribution ceremony, Hon. Susil Premajayantha, the Minister of Education, said that in providing ICT skills training to principals and teachers, they offered nothing short of the best by offering ICDL qualifications. He said that these qualifications are accepted anywhere in the world. He went on to say that, due to the quality and the recognition of these qualifications, ICTA, the apex body of ICT policy in Sri Lanka, has recognised ICDL to be the standard required for ICT for state sector employees and the general citizens. The Ministry of Education has made this programme even more relevant to teachers with the use of ICDL for Educators course material. The Minister mentioned that with this experience he expected the principals and the teachers to introduce ICT to their schools with the objective of improving the quality of overall education

through the use of ICT as a tool for learning and teaching the prescribed subjects of the school curriculum.

Nenasala Program

The government has commenced the e-Sri Lanka project with the objective of “harnessing ICTs towards achieving socio–economic development in the country” and with the vision of the “to take the dividends of ICT to every citizen and to every business and transform the way government thinks and works. Primarily, the e- Sri Lanka initiative consists with five prickly strategies such as Re-engineering government, Development of information Infrastructure, ICT Human Resource Development, ICT investment, and Private sector Development and e-society and characterize a road map of national ICT

The Information Infrastructure program that is initiated under e-Sri Lanka project is directed to user-friendly and state-of-the-art technology or ICT infrastructure established throughout Sri Lanka that contribute all citizens to have equal and inexpensive access to dynamic information, modern communications, electronic services, and content creating the enabling environment for e-government, e-commerce and e-business

The Nenasala (Global Knowledge center) Project is initiated as a major project under the strategy of “information Infrastructure” of the e-Sri Lanka Initiative (5).Nenasala project which is employed by the Information and communication Technology Agency (ICTA) of Sri Lanka is intended to raising the IT literacy of the people in Sri Lanka. The prime objective of this project is “to empower the rural community through information and communication Technology”. It is vital to note that all the services and support to be provided by the Nenasalas’ are done in such a way as to aim/ guarantee long term sustainability.

There are three different types of Nenasala or Knowledge centers depending on the complexity and the type of services that will be offered. Namely, Nenasala, E-library Nenasala, Distance and e-Learning centers (DeLs) and Tsunami Camp Nensala.

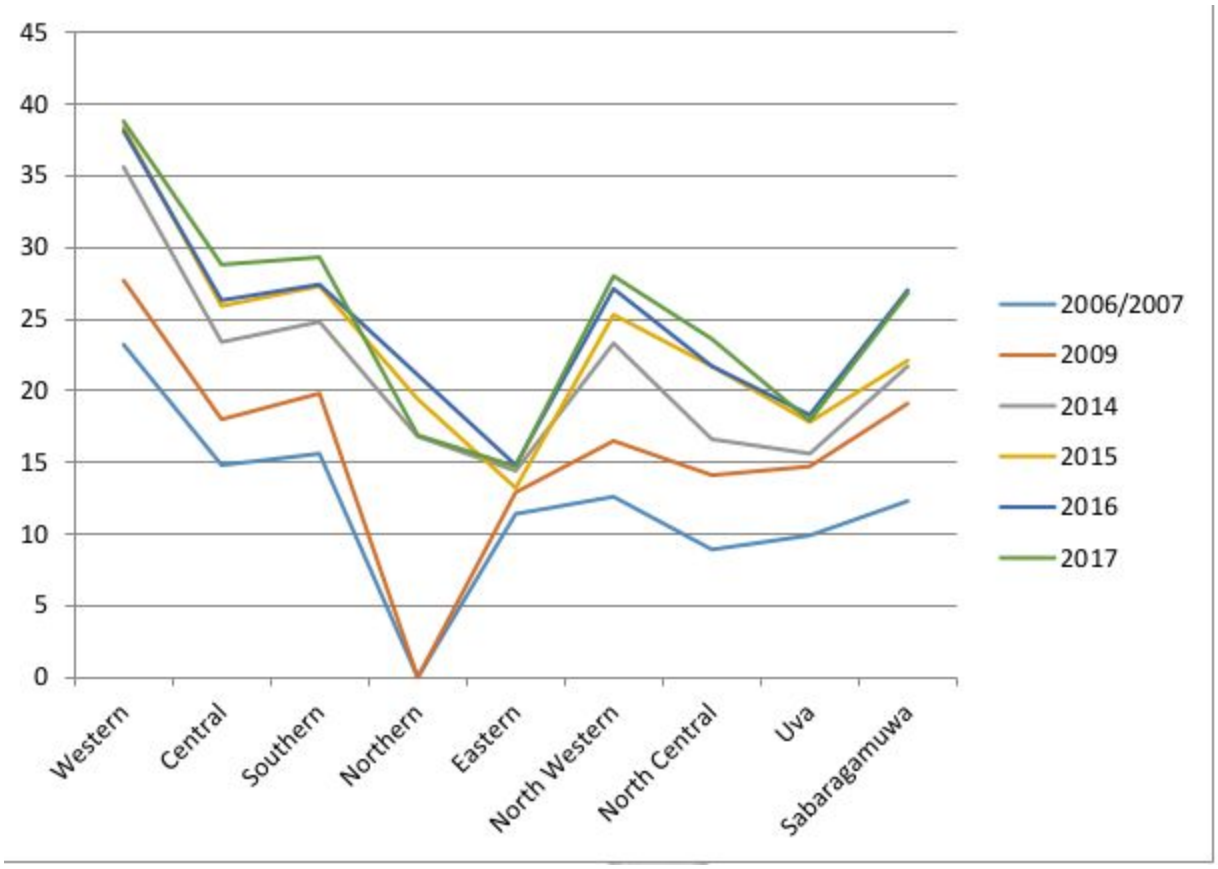
Nenasala or Rural Knowledge centers running under the banner of “Vishwa danuma gamata” or “Global knowledge to the village”, the key objective of this programmer is to establish multi-service community information centers which is provided access to internet , email, telephones, fax, photocopy, computer training classes and other ICT services as well as act as a hub of local, national and global information resources to provide a catalytic effect for
the rural communities in poverty reduction, social and economic development and building peace while aiming at providing these services in a long-term, sustainable manner.
E-library is a smaller version of the rural knowledge centers but will follow a community model where some services are provided free with a few paid services to maintain the sustainability of the center.

A Distance and e-learning center will have distance and e-learning services inclusive of all infrastructure facilities such as a video conferencing room, multi-media computer laboratory and a playback room. The overall objective of the DeL center project is to provide new information sharing and learning opportunities to a large spectrum of users
in the country, through the establishment of an interactive, multi-channel network linking to existing domestic e- learning networks, and global networks for distance and e-learning , such as Global Development Learning Network

Tsunami camp Nanasala is a special project, ICTA has undertaken to provide ICT facilities for tsunami victims by establishing small computer kiosks or Nenasalas in welfare camps where people who have been displaced due to the Tsunami.

Results

The Nenasala project initiated under the Information Infrastructure program which is done as the prickly strategy
in e-government project, launched 1000 telecenters island-wide, located within places of religious worship and
public places.



The figure denoted that western province has the highest computer Literacy rate from 2006/2007 to 2017. And the
northern and eastern provinces have the lowest computer literacy rate. The other provinces show considerable growth
in computer literacy during the time period.
Sri Lanka's e-Library Nenasala Program (eLNP) won the Bill & Melinda Gates Foundation's 2014 Access to Learning award of $ 1 million at a ceremony held in Lyon, France on Monday (18).

ReEngineering Government

The concept behind Re-engineering government is to purse major and sustainable improvements in the Government of Sri Lanka's efficiency, transparency, effectiveness and quality of services.
The programme will do so by re-engineering public sector work processes through the strategic use of ICT and by implementing novel ICT-enabled administrative policies such as

1. a client rather than organizational design of work;
2. government accountability for service level standards to its clients;
3. electronic sharing of data across agencies;
4. always-on, user-friendly, distance-neutral information and service facilities to citizens and businesses;
5. transparency in government operations.

Vision

To provide citizen services in the most efficient manner by improving the way government works by re-engineering and technologically empowering government business processes.

Strategies

- Creation of the enabling environment in government for a successful e-Governance programme
- Collaborate with the administrative reforms regime and bring about a new governance framework that is enabled by ICT
- Ensure public service personnel are imparted with appropriate ICT skills required for an efficient and effective e-Government
- Ensure that the stock of ICT equipment required for an efficient and effective e-government programme is upgraded
- Interconnect government agencies to achieve a higher level of productivity through improved interaction
- Making public services “truly citizen centric”: ensuring geographically non-discriminate delivery

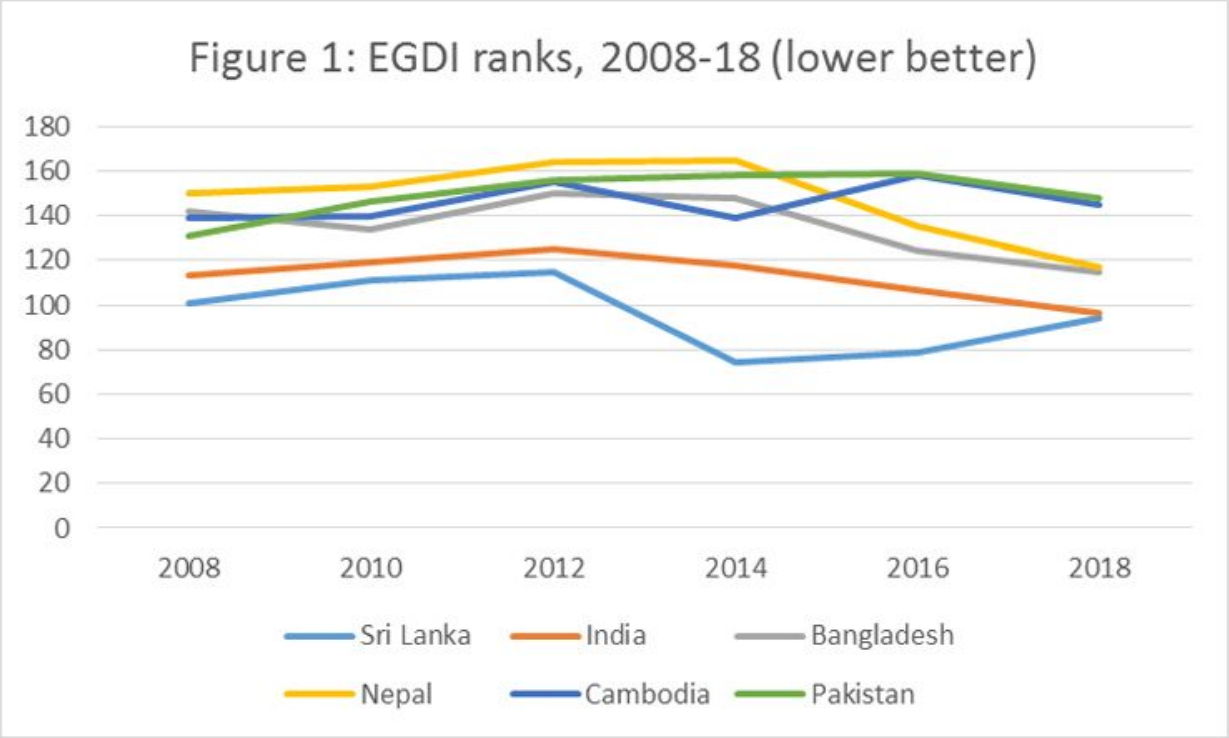
Projects :

1. The Software Development Services Approach
2. The LANKA GATE Initiative
3. eMotoring
4. Lanka Interoperability Framework
5. ePresident: the Model Government Office at the Presidential Secretariat
6. eNational ID Card
7. BMD Project
8. Laksala Project
9. Government Information Center
10. e-HRM pilot project for Ministry of Public Administration
11. eDS Project
12. ePensions Project
13. eForiegn Employment
14. Government web Development and Government Internet Data Center (GIDC) Projects
15. ePopulation Registry
16. Lanka Government Network Project (LGN)
17. eParliament
18. National Operations Room (NOR)
19. eMoney Order
20. Government Printer On-line
21. Projects & Implementation approach
22. Network, Application and Data Architecture Concepts For Reengineering Government

Conclusion

The plans adopted by srilankan government are very commendable and is helping the country to develop and use egovernance. The E-Government

development index of 0.6709 speak for itself, and Sri Lanka ranks 85 out of 193 countries whereas Nepal ranks 132, India ranks 100.



As a result the model of Srilankan government has been followed by many other countries. Nenasal's programs are racing to the poor which is helping in digitizing education.

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