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## **EXECUTIVE SUMMARY**

This presents the analysis conducted after a comprehensive landscape assessment in six Nigerian states in 2023. The objective of this analysis is to evaluate the digital maturity of the States under Two (2) BHCDF Gateways i.e SSHIA (State Health Insurance Agency) AND SPHCDA (State Primary Health Care Development Agency).

The six states under consideration are:

1. Abia
2. Edo
3. Ondo
4. Gombe
5. Plateau
6. Sokoto

### **Key Focus Areas:**

The analysis revolves around a comprehensive evaluation of the digital landscape, considering the following core categories:

#### **1. Infrastructure, Resources, and Operations:**

Assessment of the state's technological infrastructure, budget management for digital initiatives, efficiency of service delivery, and communication channels' alignment with digital platforms.

## 2. Process and Systems.

Reviewing project management methodologies, the level of innovation in digital solutions and strategies, quality and timeliness of digital reporting mechanisms, data management, storage, and security practices, and integration of digital tools within internal processes.

## 3. People, Skills, and Attitude:

Evaluation of the State culture's receptiveness to digital transformation, leadership's commitment to driving digital initiatives, human resource capabilities in the context of digital skills, recruitment practices supporting digital workforce expansion, and opportunities for continuous learning and skill development.

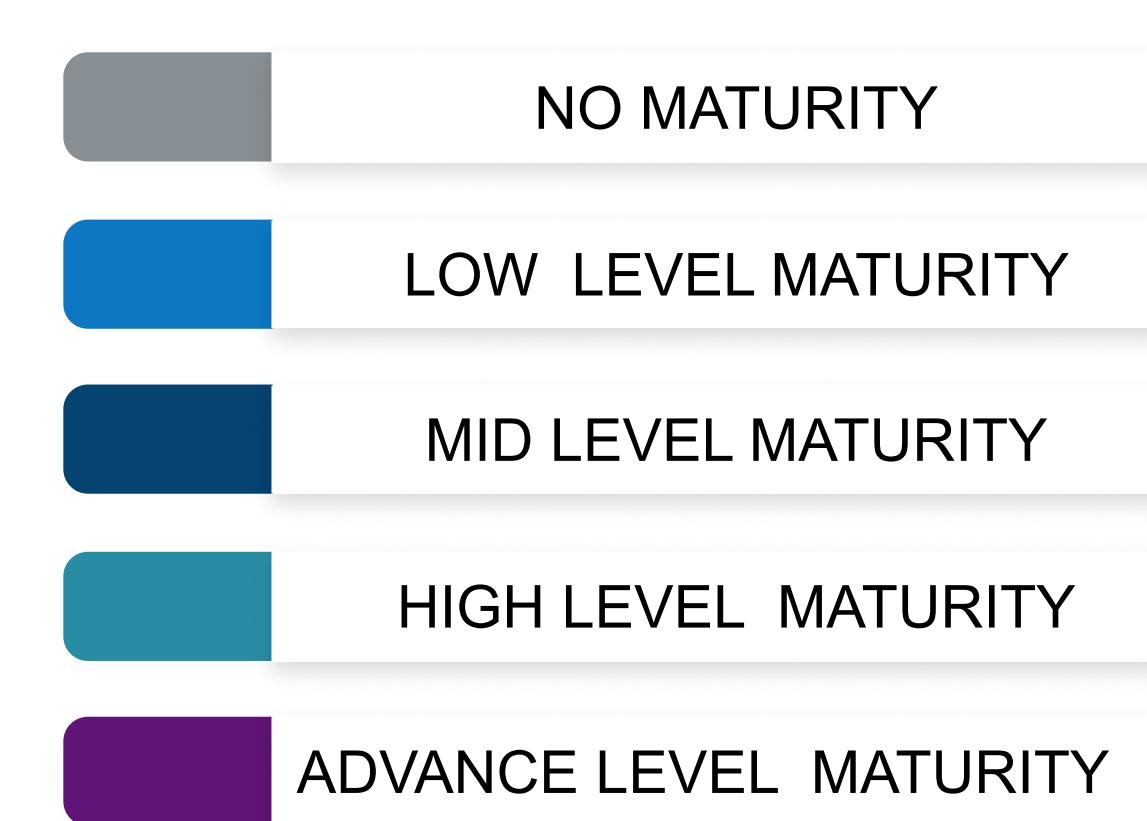
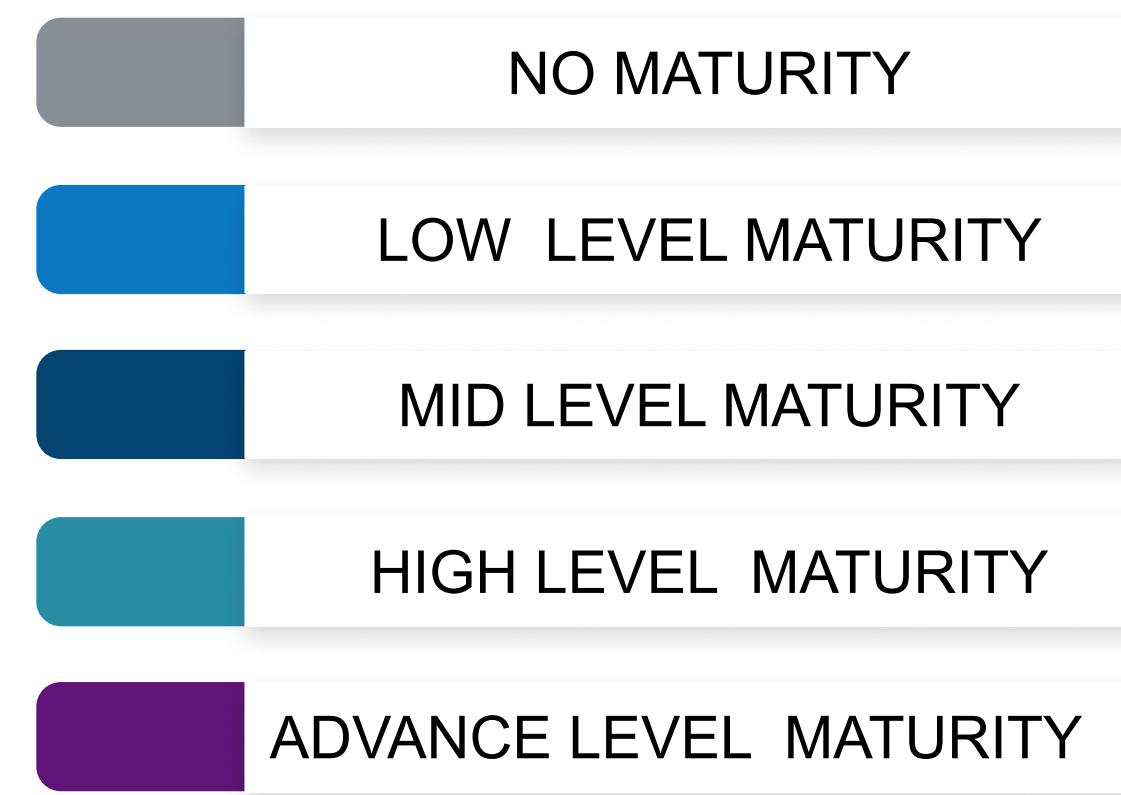
The results of this analysis will provide valuable insights into the digital readiness and capabilities of these states, aiding in the formulation of strategic initiatives to enhance their digital maturity.

The detailed findings and recommendations resulting from this analysis will be presented in subsequent sections of this report.

## **Digital Maturity Analysis Background and Methodology:**

In our assessment, we employed a structured questionnaire accompanied by a structured response format encompassing a total of 37 questions.

Responses were categorized into five maturity levels, namely



Each response was evaluated on a scale of 1 to 5, with 1 signifying "No Maturity" and 5 representing "Advanced Maturity". The maximum attainable score for this analysis was determined by multiplying the highest score per question (5) by the total number of questions (37), resulting in a maximum possible score of 185.

## **Score Grouping:**

To classify the scores into distinct maturity levels, we have established the following score ranges:

1. No Maturity: Scores ranging from 0 to 37.

This category signifies areas with minimal to no digital maturity, indicating a pressing need for substantial enhancements in digital capabilities.

2. Low-Level Maturity: Scores ranging from 38 to 74.

States within this score range possess fundamental digital capabilities but have ample room for growth and improvement.

3. Mid-Level Maturity: Scores ranging from 75 to 111.

This category indicates moderate digital maturity, reflecting significant progress in adopting digital practices and technologies.

4. High-Level Maturity: Scores ranging from 112 to 148.

States falling within this range demonstrate a high degree of digital maturity, showcasing advanced capabilities and a solid digital presence.

5. Advanced-Level Maturity: Scores ranging from 149 to 185.

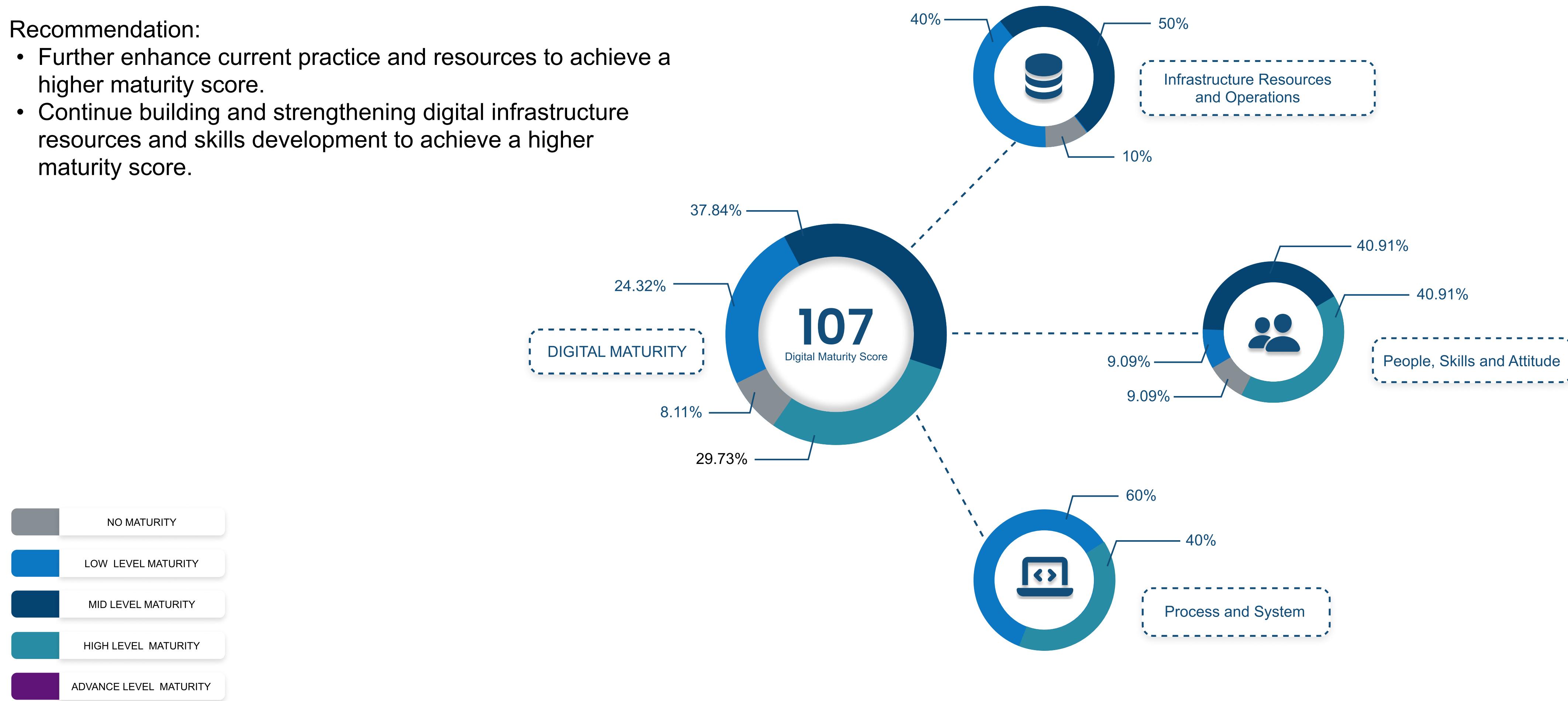
This category represents the highest level of digital maturity, signifying States that have fully embraced digital transformation and possess advanced digital capabilities.

## ABIA STATE: SPHCDA

Abia SPHCDA has a digital maturity score of **107 (MID-LEVEL)**. There is significant progress towards high-level maturity but a need for general growth.

Recommendation:

- Further enhance current practice and resources to achieve a higher maturity score.
- Continue building and strengthening digital infrastructure resources and skills development to achieve a higher maturity score.

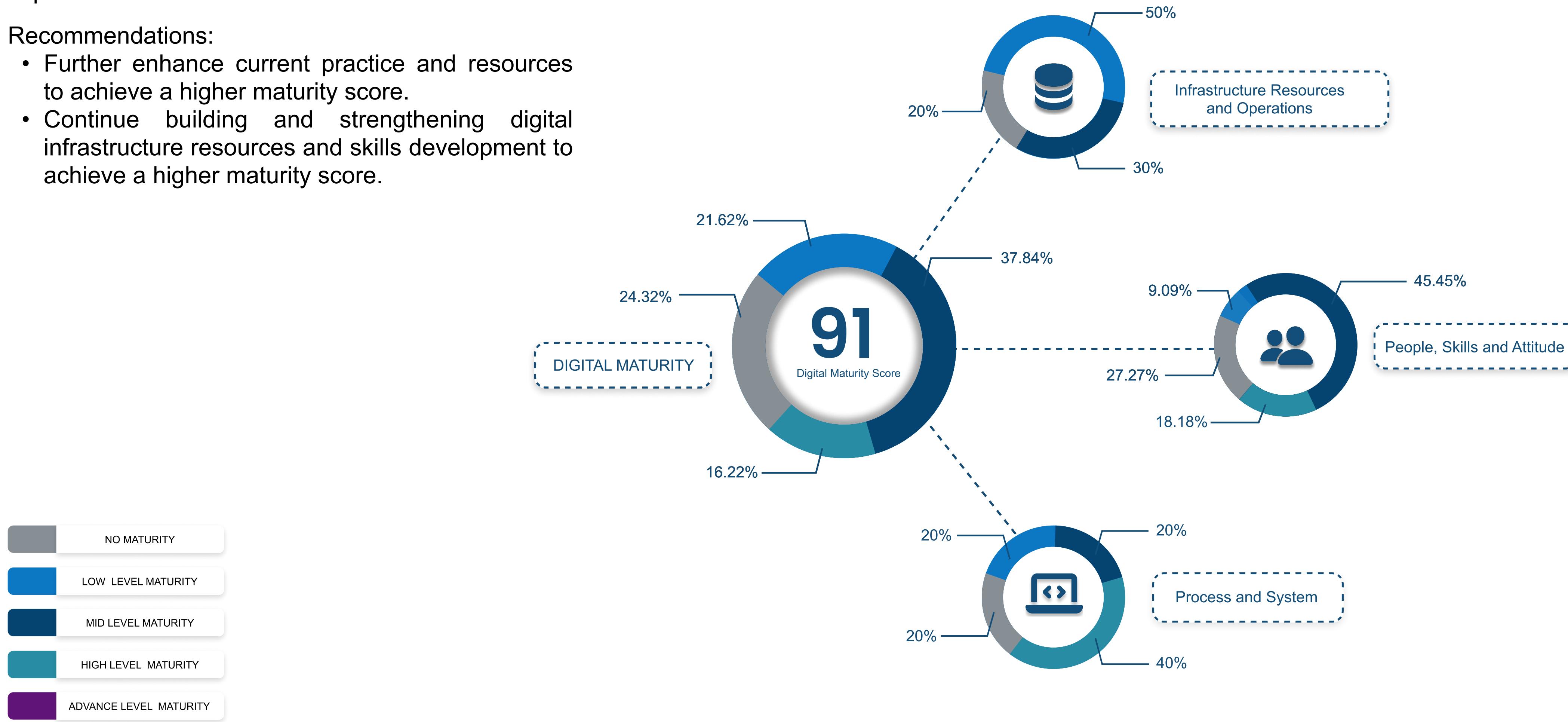


## ABIA STATE: SSHIA

The Abia SSHIA overall digital maturity score stands at **91 (MID-LEVEL)**. There's a need for general growth and improvement.

### Recommendations:

- Further enhance current practice and resources to achieve a higher maturity score.
- Continue building and strengthening digital infrastructure resources and skills development to achieve a higher maturity score.

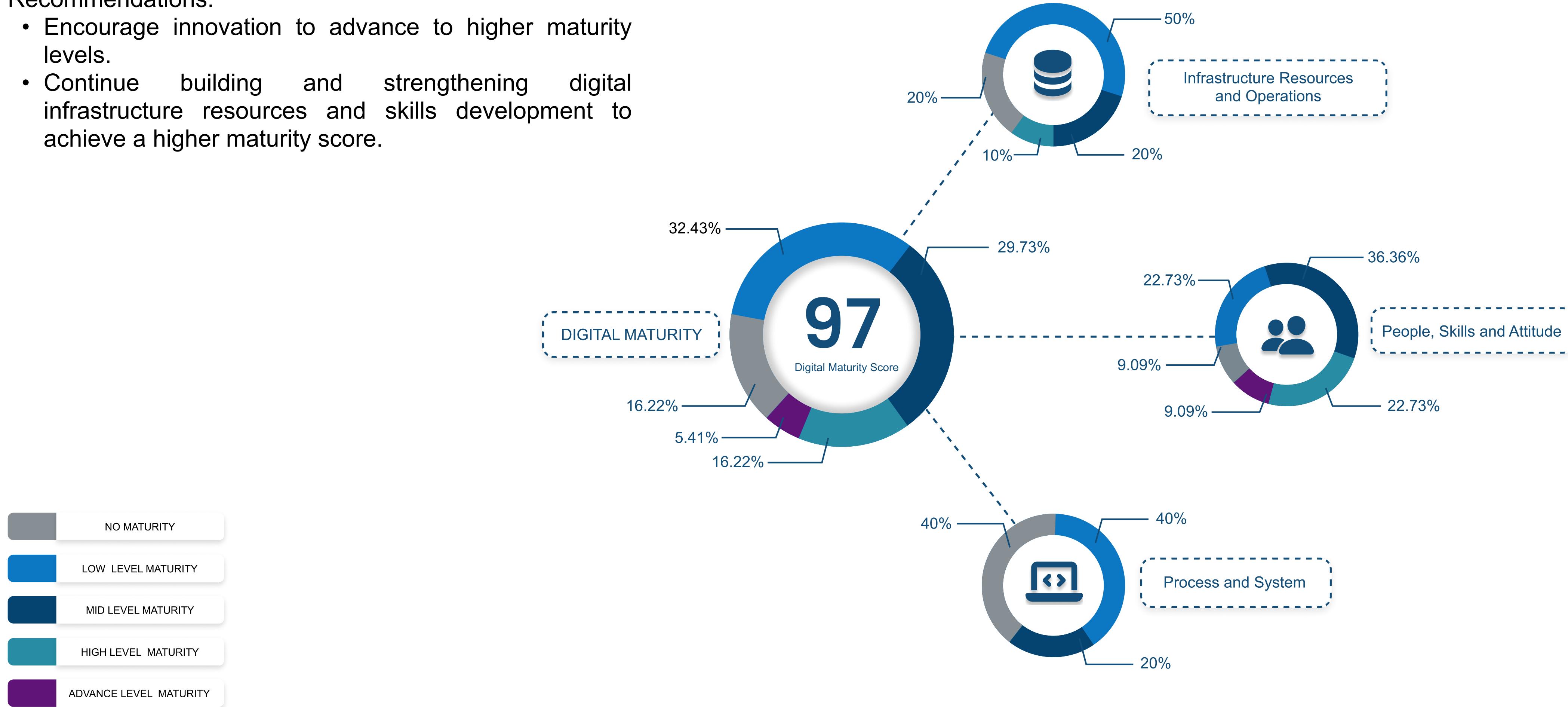


## EDO STATE: SPHCDA

Edo SPHCDA has a digital maturity score of **97 (MID-LEVEL)**.  
There's a need for general growth and improvement.

### Recommendations:

- Encourage innovation to advance to higher maturity levels.
- Continue building and strengthening digital infrastructure resources and skills development to achieve a higher maturity score.

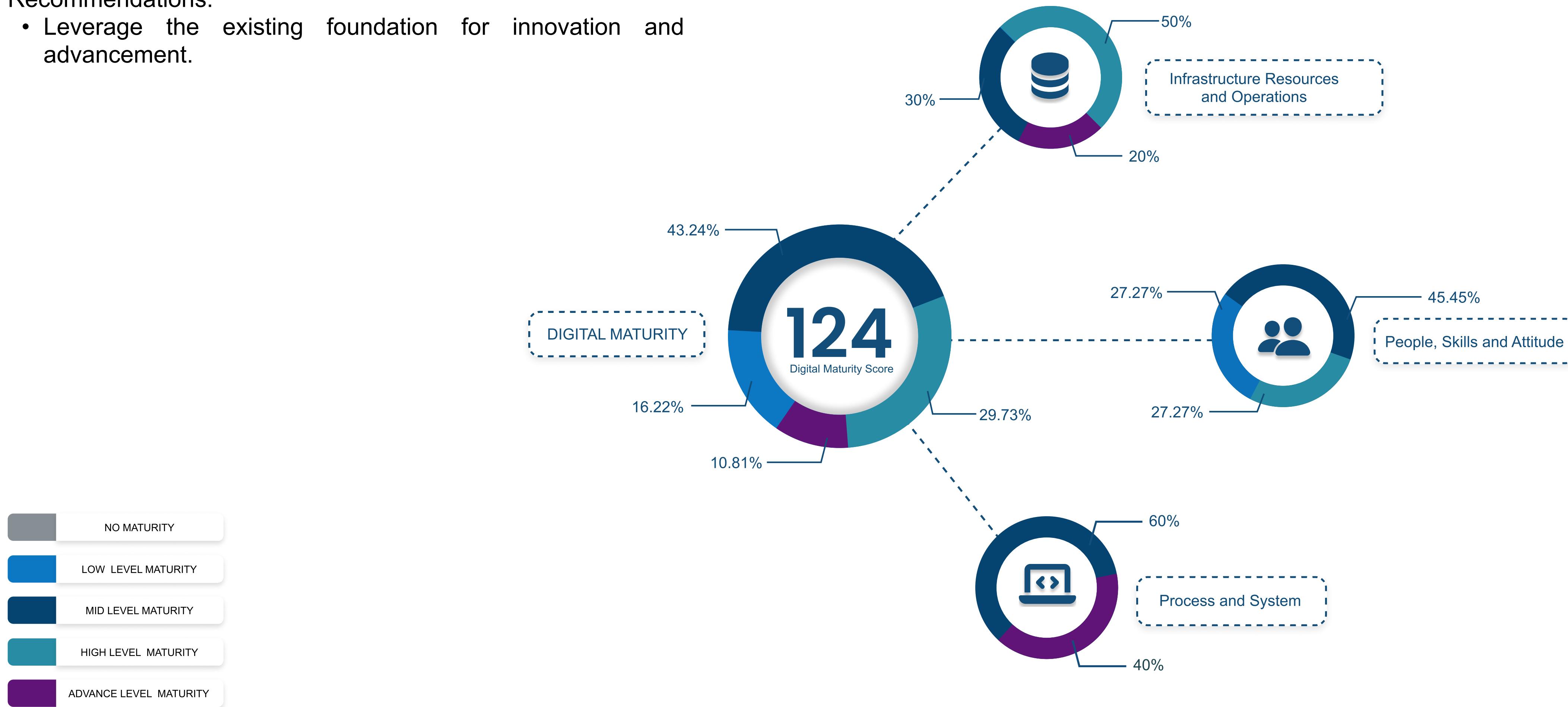


## EDO STATE: SSHIA

With an impressive digital maturity score of **124 (HIGH-LEVEL)**.  
Edo State is on a promising trajectory.

Recommendations:

- Leverage the existing foundation for innovation and advancement.

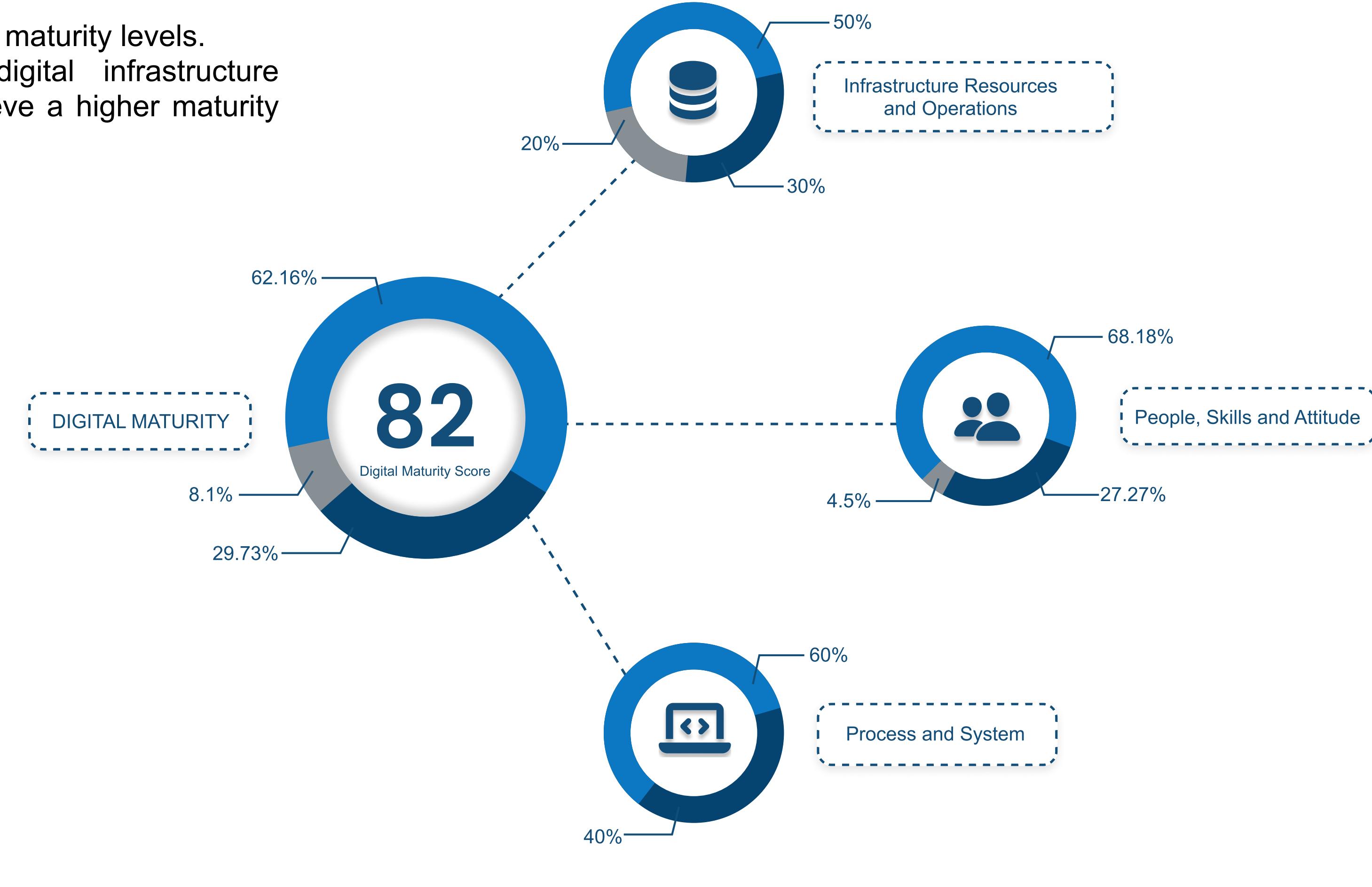


## GOMBE STATE: SPHCDA

Gombe SPHCDA has a digital maturity score of **82 (MID-LEVEL)**.  
So there's a need for general growth and improvement.

Recommendations:

- Encourage innovation to advance to higher maturity levels.
- Continue building and strengthening digital infrastructure resources and skills development to achieve a higher maturity score.

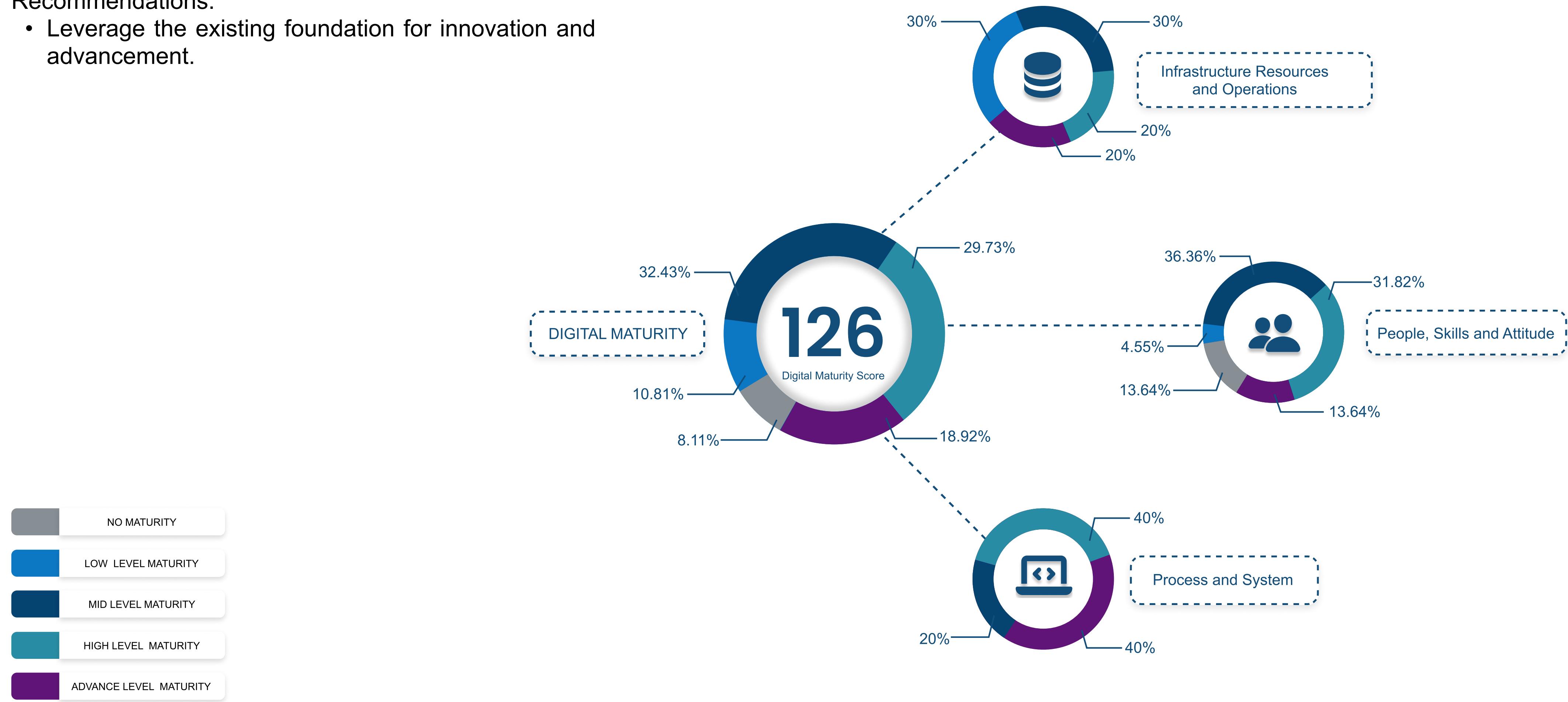


## GOMBE STATE: SSHIA

With a digital maturity score of **126 (HIGH-LEVEL)**.  
Gombe State is on the right trajectory.

Recommendations:

- Leverage the existing foundation for innovation and advancement.

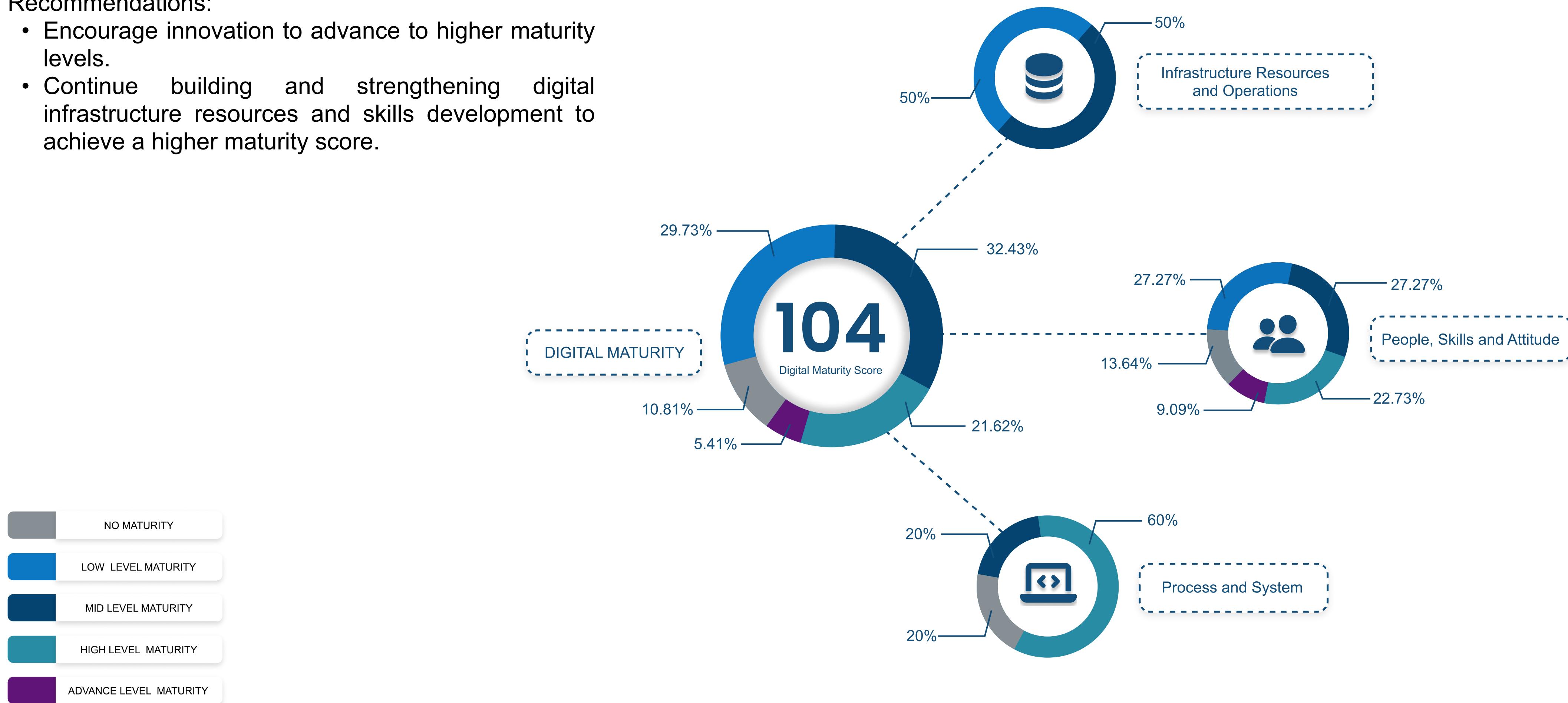


## ONDO STATE: SPHCDA

Ondo states digital maturity score of **104 (MID-LEVEL)**.  
There's a need for general growth.

Recommendations:

- Encourage innovation to advance to higher maturity levels.
- Continue building and strengthening digital infrastructure resources and skills development to achieve a higher maturity score.

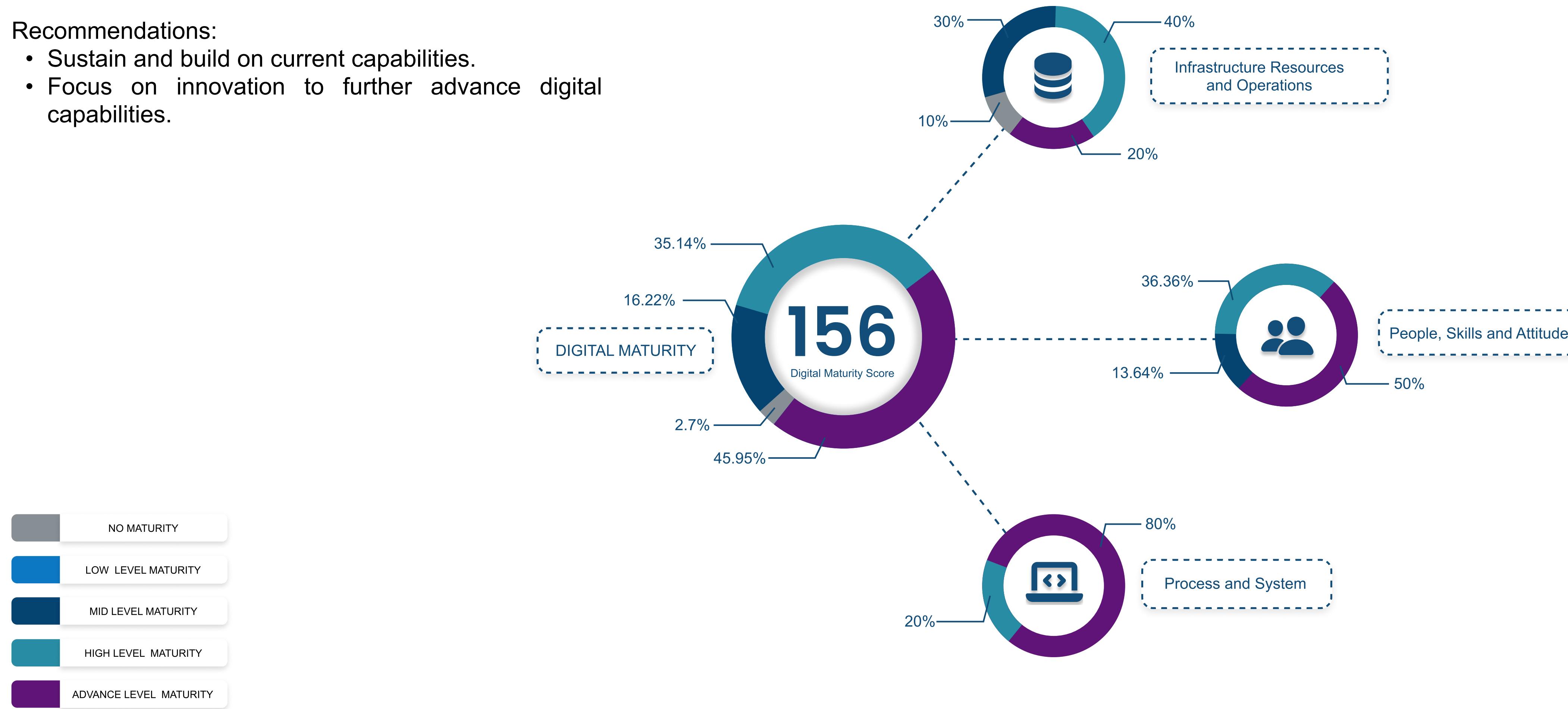


## ONDO STATE: SSHIA

With **45.95%** at **ADVANCE-LEVEL MATURITY** and an outstanding digital maturity score of **156 (ADVANCE-LEVEL)**.  
ONDO State is at the forefront of digital transformation.

Recommendations:

- Sustain and build on current capabilities.
- Focus on innovation to further advance digital capabilities.

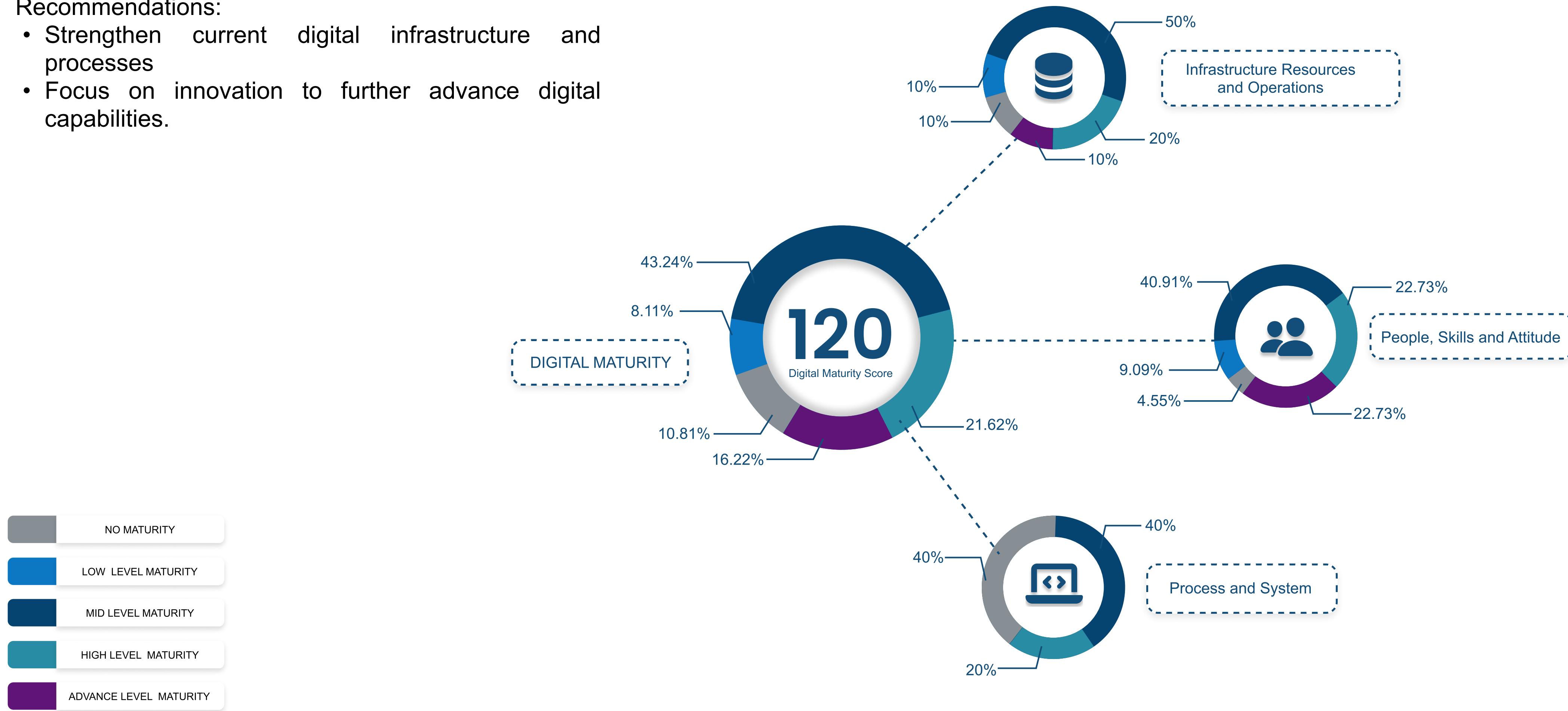


## PLATEAU STATE: SPHCDA

With a commendable digital maturity score of **120 (HIGH-LEVEL)**.  
Plateau SPHCDA is on track.

Recommendations:

- Strengthen current digital infrastructure and processes
- Focus on innovation to further advance digital capabilities.

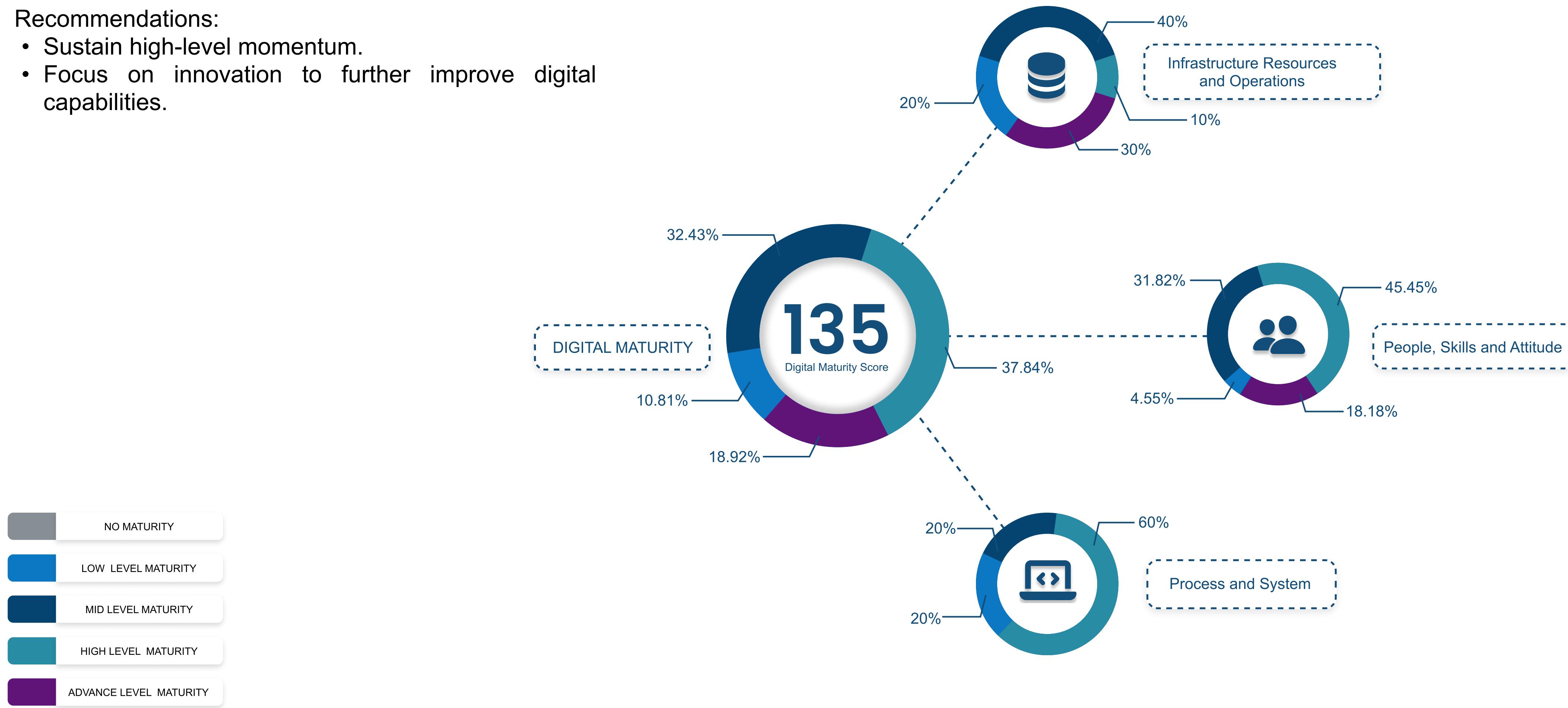


## PLATEAU STATE: SSHIA

With a digital maturity score of **135 (HIGH-LEVEL)** in Plateau SSHIA. There is significant progress towards Advanced-level maturity.

Recommendations:

- Sustain high-level momentum.
- Focus on innovation to further improve digital capabilities.

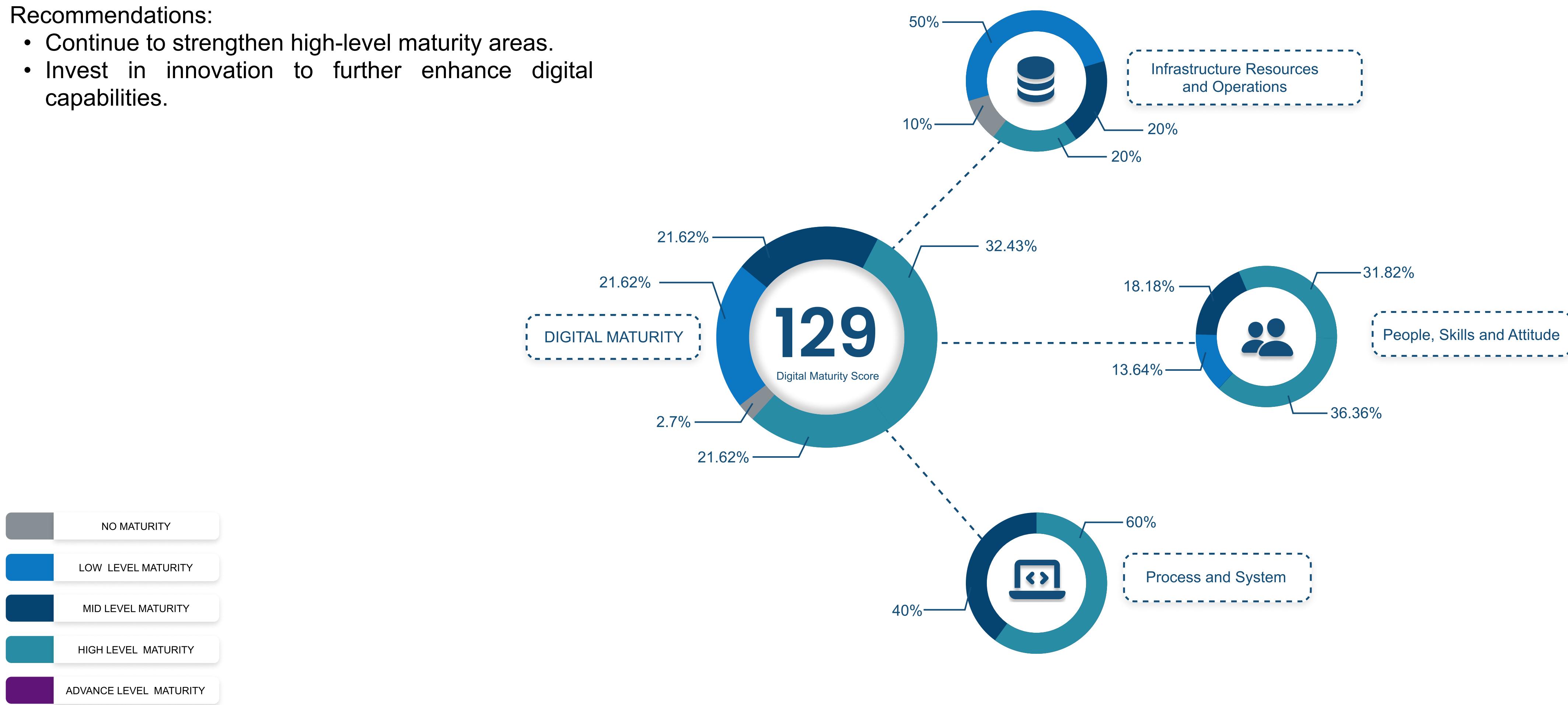


## SOKOTO STATE: SPHCDA

With a robust digital maturity score of **129 (HIGH-LEVEL)**.  
Sokoto SPHCDA demonstrates significant growth.

### Recommendations:

- Continue to strengthen high-level maturity areas.
- Invest in innovation to further enhance digital capabilities.

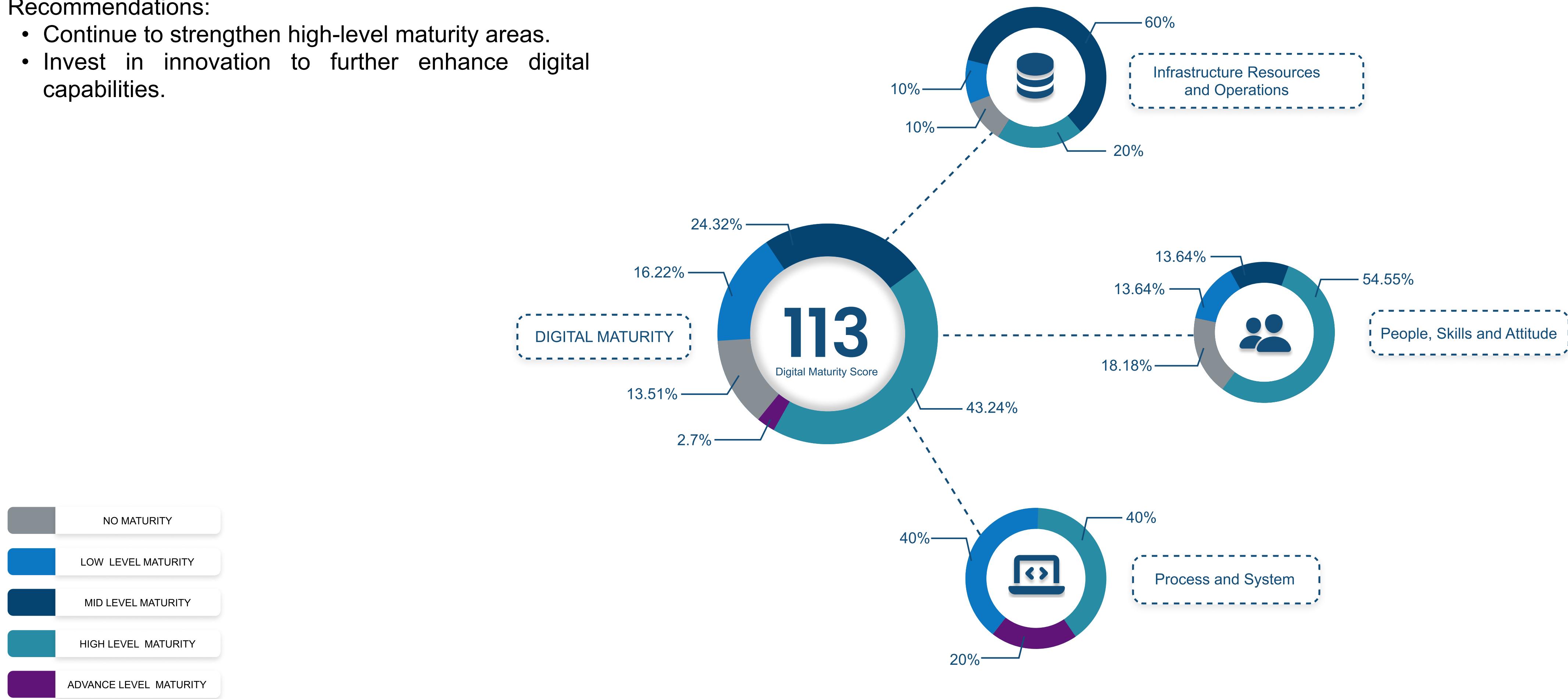


## SOKOTO STATE: SSHIA

With a commendable digital maturity score of **113(HIGH-LEVEL)**.  
Sokoto SSHIA is making substantial strides.

### Recommendations:

- Continue to strengthen high-level maturity areas.
- Invest in innovation to further enhance digital capabilities.



## **General Trends:**

- Notably, Ondo State in the SSHIA gateway has achieved the highest Maturity score of 156, indicating a strong commitment to digital transformation.
- Across SSHIA and SPHCDA gateways, some states like Ondo, Plateau, and Sokoto have shown substantial progress.
- All states are in the Mid to Advance-Level Maturity Score range, indicating significant progress in digital capabilities.
- None fall into the No Maturity to Low-Level Maturity Score range, showcasing substantial advancements across the board
- Overall, states should focus on improving their current momentum and investing in innovation to reach higher digital maturity levels.

## **General Recommendation:**

- Invest in Technology: Develop robust technological infrastructure to support digital transformation across all sectors.
- Cultivate a Culture of Innovation: Encourage innovation and creativity to drive continuous improvement in digital practices.
- Strengthen Service Delivery: Prioritize service delivery enhancements to meet digital demands effectively.
- Promote Learning and Capacity Building: Invest in skill development and capacity building to empower the workforce with digital competencies.

## **DATA CAVEAT**

This report is based on the responses and information provided by the state representatives during the assessment conducted. The accuracy of the data presented herein relies on the cooperation and transparency of the individuals involved in the assessment process. While every effort has been made to ensure the reliability of the information gathered, it should be noted that the report's findings are contingent upon the accuracy of the data supplied during the assessment.

The assessment process is a collaborative endeavor, and the results presented herein reflect the collective input and perspectives of the participating state representatives. Any limitations in data accuracy or scope should be considered within this context.

This report is intended to serve as a tool for evaluating digital maturity and providing valuable insights into the assessed states. It is not an exhaustive representation of all potential factors influencing digital maturity and should be used in conjunction with other relevant data and considerations to inform decision-making processes.

We acknowledge and appreciate the cooperation and efforts of the state representatives who contributed to the assessment process. Their input has been invaluable in shaping the findings presented here.

