Republic of Mauritius

e-Government Strategy
2013 – 2017
Action Plan

● Empowering Citizens ● Collaborating with Business
● Networked Government ●

Central Informatics Bureau, September 2013

List of Acronym	Meaning
AGO	Attorney General's Office
ARC	Assessment Review Committee
CAB	Citizens' Advice Bureau
CISD	Central Information Systems Division
GOC	Government Online Centre
ICTA	Information and Communication Technology Authority
MCSAR	Ministry of Civil Service and Administrative Reforms
MICT	Ministry of Information and Communication Technology
MOA	Ministry of Agro Industry and Food Security
MOEHR	Ministry of Education and Human Resources
MOFED	Ministry of Finance and Economic Development
MOHQL	Ministry of Health and Quality of Life
MOL	Ministry of Labour
MPF	Mauritius Police Force
MPI	Ministry of Public Infrastructure
MRA	Mauritius Revenue Authority
MSS	Ministry of Social Security
NCB	National Computer Board
OPSG	Office of Public Sector Governance
PMO	Prime Minister's Office

Government-to-Citizen

Empowering Citizens

e-Government Strategy 2013-2017

G2C Action Plan

C1 Market and create awareness of Government Portal and e-Services

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
C1.1	MICT	Prepare Terms of Reference (TOR) for the recruitment of consultancy services for carrying out a Marketing and Awareness Campaign so as to promote Government Portal and e-Services	✔			
C1.2	MICT	Carry out scope of work as laid out in the TOR and perform Marketing and Awareness campaign every 2 years.		✔		✔
C1.3	MICT and Mauritius Post	Use the network of Mauritius Post to market e-services	✔		✔	
C1.4	MICT and Mauritius Post	Encourage citizens to use the Public Internet Access Points (PIAPs) available in post offices	✔	✔	✔	✔
C1.5	MICT and NCB	Use of Cyber Caravan for awareness of Government e-services	✔	✔	✔	✔

C2 Set up a Help Desk to help citizens facing problems in the use of the Government Portal, e-Services and m-Services

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
C2.1	MICT and NCB	Implement a Help Desk at the level of NCB/GOC	✔			

C3 Implement new e-Services as per Citizen's needs

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
C3.1	MICT and Ministries	Engage with Ministries and Departments to implement priority e-Services identified in the e-Government Survey (list below) and come up with an implementation plan 1) Application for driver's license (excluding learner's license) 2) Application for Mauritian passport 3) Application for obtaining a copy of birth or marriage certificate 4) Online publication of examination results 5) Registration of motor vehicles 6) Application for an appointment at a public hospital 7) Application for obtaining a Certificate of Character 8) Application for admission to schools/colleges 9) Facility to effect electronic payment for Government services 10) Facility to enrol as elector 11) Application for building permit e.g. Residential 12) Facility to request for transfer of students 13) Facility to make declaration of theft to the police	✔			
C3.2	Concerned Ministries & Departments and NCB	Implement e-Services as per implementation Plan		✔	✔	✔

C4 Design services that are usable on mobile devices as well as desktop and laptop computers

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
C4.1	MICT and Ministries & Departments	Engage with stakeholders and Ministries and Departments to identify existing priority customer-facing services that would be implemented as mobile applications/m-services	✔			
C4.2	Concerned Ministries & Departments and GOC	Implement mobile applications/m-Services as per implementation Plan		✔	✔	✔

C5 Implement SMS-based Disaster Alerting System

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4

| C5.1 | PMO, National Disaster Risk Reduction and Management Council and MICT | Engage with telecommunication operators to extend Alerting System (SMS, email, Internet broadcast, streaming, banner, etc…) for major events | ✓ | ✓ | | |

C6 Operate an One-Stop Shop for Government Services using network of Mauritius Post

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
C6.1	MICT	Engage with the Mauritius Post for setting up of a One-stop Shop at post offices around the island to accept applications for selected Government Services from citizens	✓			
C6.2	MICT and Ministries & Departments	Engage with Ministries and Departments for implementation of priority services identified in the e-Government Survey that would be processed at the One-stop Shop at Post Offices. Application for Birth Certificates could be a pilot project.	✓	✓	✓	✓

C7 Set up a Government Call Centre to provide information on Government Services

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
C7.1	MCSAR, MICT and CAB	Set up a Call Centre to advise citizens on services provided by Government and parastatal bodies and direct them towards the appropriate agencies.		✓		

C8 Provide e-Services with e-Payment and m-Payment facilities

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
C8.1	MOFED and MICT	Identify and prioritise e-Services that involve payments	✓			
C8.2	MOFED and MICT	Implement e-Payment and m-Payment facility	✓	✓	✓	✓

C9 Promote use of online transactions using Digital Signatures

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
C9.1	MICT and ICTA	Identify solutions to make digital signatures more affordable through policy and competition	✓			
C9.2	MICT	Encourage the use of digital signatures for Government online transactions		✓		✓

C10 Formulate and implement a Social Media Policy

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
C10.1	MICT, NCB, Ministries	Engage discussions with stakeholders in view of formulating a Social Media Policy with guidelines on how Government bodies and officials may use Social Media for interaction with the public	✓			
C10.2	MICT	Promote the importance of Social Media to Ministries & Departments as an effective e-Participation platform through which Government and public exchange valuable information		✓		
C10.3	MICT, Ministries & Departments	Ministries & Departments dealing and sharing valuable information with public should have a regulated presence on Social Media platforms in line with Social Media Policy and Guidelines			✓	

C11 Promote e-Participation initiatives such as online consultation on draft bills, regulations, etc.

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
C11.1	PMO, MICT, Ministries & Departments	Engage consultant to prepare policy on e-Participation of Ministries and Departments		✓		

C11.2	PMO, MICT, NCB, Ministries & Departments	Enable e-participation in line with the policy	✓

C12	Democratise access to Government information					

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
C12.1	PMO, MICT, Ministries & Departments	Enforce publication and announcement of important decisions/information on Government portal	✓			
C12.2	PMO, MICT	Introduce free online publication of Government Gazette (e-Gazette)	✓			
C12.3	AGO	Enforce publication of consolidated Acts on Government website	✓			

Government-to-Government

Networked Government

e-Government Strategy 2013-2017

G2G Action Plan

G1 — Implement the recommendations of existing e-Government Master plans

#	Owner(s)	Actions	1	2	3	4
G1.1	MICT	Implement SkyGovNet Plan (Plan currently under preparation)	✔	✔	✔	✔
G1.2	MOHQL	Implement e-Health Plan (currently under review)		✔	✔	
G1.3	MOEHR	Implement e-Education Plan	✔	✔	✔	✔
G1.4	MPF	Implement e-Business Plan for Traffic Branch		✔	✔	
G1.5	MSS	Implement e-Government Master Plan for Ministry of Social Security (Plan being finalised)	✔	✔	✔	✔
G1.6	MOA	Implement e-Agriculture Plan	✔	✔	✔	
G1.7	MLIRE	Implement e-Work Permit Plan		✔	✔	

G2 — Implement new e-Government projects as per Government agencies' needs

#	Owner(s)	Actions	1	2	3	4
G2.1	PMO, MPF, Fire and Rescue Service, MSS	Disaster Assistance and Crisis Response System	✔	✔		
G2.2	MICT	Implement Executive Information System for Project Monitoring		✔	✔	
G2.3	MICT	Implement an e-Registry supported by Document Management and Workflow System (Civil Service Wide)	✔	✔	✔	✔
G2.4	MCSAR	Implement an Integrated HR Management System (Civil Service Wide)	✔	✔	✔	
G2.5	MOFED	Implement an Inventory Management System (Civil Service Wide)		✔	✔	✔
G2.6	MOFED	Implement a Physical Assets Management System (Civil Service Wide)			✔	✔
G2.7	MPI (Land Transport Division)	Implement a Transport/Fleet Management System for Ministries/Departments having a significant fleet of vehicles			✔	✔

G3 — Implement end-to-end e-Services (Integration of back-end processes with e-services application system to include e-Payment, m-Payment and Digital Signatures so as to facilitate transactions

#	Owner(s)	Actions	1	2	3	4
G3.1	MICT and Concerned Ministries & Departments	Prepare end-to-end e-Services Plan (list of e-Services, priorities, implications on existing systems, budget)	✔			
G3.2	Concerned Ministries & Departments	Implement end-to-end e-Services Plan		✔	✔	✔

G4 — Formulate and Implement Data Sharing Policy

#	Owner(s)	Actions	1	2	3	4
G4.1	State Law Office, Data Protection Office, MICT	Consolidate and expand Data Sharing Policy worked out in the context of the Mauritius National Identity System (MNIS) to enable data sharing between Governmental agencies	✔			
G.4.2	All Ministries & Departments	Enforce data consistency and avoid data duplication across Government organisations through Data Sharing Policy, Ministries and Departments should mandatorily request that their new systems have the possibility to interoperate with existing Government systems		✔	✔	✔

G5 — Set up of Government Service Platform and sharing of citizens' data with Government agencies

#	Owner(s)	Actions	1	2	3	4
G5.1	PMO	Enforce citizens' data authentication and identification in systems through Government Service Platform			✔	✔

G5.2	MICT	Ensure that the design of future systems are compliant with open standards that allow for interoperability with the Government Service Platform		✓	✓

G6 — Prepare Guidelines and Standards for the procurement of ICT Systems in Government

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
G6.1	MICT	Prepare and Implement Guidelines and Standards for the procurement of ICT Systems in Government	✓	✓	✓	✓

G7 — Consolidate Government Data Centre Initiatives

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
G7.1	MICT and NCB	Set up a Data Centre Council for Data Centre Governance	✓			
G7.2	NCB	Extend existing Data Centre (GOC)	✓			
G7.3	NCB	Plan and Implement a Disaster Recovery Site	✓	✓		
G7.4	NCB	Build a state-of-the-art Data Centre			✓	✓

G8 — Extend Government Cloud to Parastatal bodies for infrastructure sharing

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
G8.1	MICT, NCB and OPSG	Prepare Government Cloud Upgrade Plan to accommodate Parastatal bodies (e.g. identify Parastatal bodies and infrastructure review for Government)			✓	
G8.2	OPSG, NCB and parastatal bodies	Implement Government Cloud Upgrade Plan				✓

G9 — Implement Business Continuity Management Plans for critical systems

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
G9.1	MICT	Prepare a Business Continuity Management Plan (BCMP) for critical systems		✓		
G9.2	MICT	Implement BCMP			✓	✓

G10 — Formulate and implement Open Source Software Policy

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
G10.1	MICT	Set up an Open Source Working group with mandate to work in collaboration with countries which are using Open Source Software to : (i) Understand the mechanisms in place for use of Open Source Software (ii) Prepare an Open Source Software Policy		✓		
G10.2	MICT	Issue and promote Government-wide Open Source Software Policy		✓		
G10.3	MICT	Identify opportunities within the Civil Service for implementation of systems based on Open Source Software (OSS) solutions. "data.gov.mu" Open Government Data portal has been identified as one of the pilot projects to be implemented using OSS.		✓		
G10.4	CISD and Concerned Ministries & Departments	Implement identified pilot projects		✓		
G10.5	Concerned Ministries & Departments and MICT	Measure savings made using OSS solutions			✓	✓

G11 — Develop and Implement Green ICT Measures Guidelines

#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
G11.1	MICT	Develop a series of Green ICT Initiatives Guidelines to cover among others: (i) Sustainable ICT resources e.g. EnergyStar and EPEAT compliant peripherals (ii) Reduce power consumptions of data centres and server rooms Document Management Systems, e-Registry, e-Gazette, etc. (iii) Use of Duplex printing, eco-fonts, etc. (iv) Use of ICT tools to communicate and work together effectively at a distance. E.g. Email, Video Conferencing facilities	✔	✔		
G11.2	All Ministries and Departments	Implement Green ICT Initiatives Guidelines		✔	✔	

G12	**Set up a Legal and Regulatory Committee to review existing Legal and Regulatory framework to sustain various e-Government initiatives**					
#	**Owner(s)**	**Actions**	**Timeframe (Year)**			
			1	2	3	4
G12.1	MICT	Identify relevant stakeholders and setting up of the Legal and Regulatory Committee with Terms of Reference which will cover, inter-alia: (i)Study relevant legislations around the world (for e.g. The Electronic Delivery of Services Bill, India) (ii)Review existing Legal and Regulatory framework and submit recommendations thereof		✔	✔	✔

G13	**Leverage ICT Adoption: ICT training to drive e-Government Projects to be delivered by the Civil Service College, Mauritius**					
#	**Owner(s)**	**Actions**	**Timeframe (Year)**			
			1	2	3	4
G13.1	MCSAR	Carry Government wide Training Needs Analysis to empower Public Officers with relevant ICT skills		✔		
G13.2	MCSAR	Design and implement ICT Training Programmes			✔	✔

G14	**Leverage ICT adoption: Provision of Incentives**					
#	**Owner(s)**	**Actions**	**Timeframe (Year)**			
			1	2	3	4
G14.1	MCSAR	Work out a mechanism and implement a monthly allowance to officers of user Ministries/Departments who are fully involved in e-Government projects. Note: A similar approach has been recommended for the Mauritius Police Force in the Errors, Omissions and Anomalies Commission Report.		✔	✔	✔

G15	**Leverage ICT Adoption: Ministries/Departments to replace Personal Computers with notebooks for Senior Officers**					
#	**Owner(s)**	**Actions**	**Timeframe (Year)**			
			1	2	3	4
G15.1	MICT	Develop a policy for the use of notebooks by Senior Officers to cover amongst others, insurance, data and equipment security		✔		
G15.2	Concerned Ministries & Departments and MICT	Replace existing PCs with notebooks	✔	✔	✔	✔

G16	Carry out in-depth study for the creation of an ICT directorate with new specialised posts in ICT for successful implementation of e-Government initiatives					
#	**Owner(s)**	**Actions**	**Timeframe (Year)**			
			1	**2**	**3**	**4**
G16.1	MICT and MCSAR	Study the possibility of creating of an ICT directorate		✔	✔	
G16.2	MICT	Create and recruit of new specialized posts in ICT, for e.g. Application Development staff, Network Specialists, System Engineer, Technical Architect, Chief Project Manager, etc.	✔	✔	✔	✔

G17	Reforms Steering Council to facilitate approval and funding of e-Government projects					
#	**Owner(s)**	**Actions**	**Timeframe (Year)**			
			1	**2**	**3**	**4**
G17.1	MICT	Request Reforms Steering Council to include facilitation of approval and funding of e-Government projects among its term of reference	✔			

G18	Develop and establish an e-Government measurement framework					
#	**Owner(s)**	**Actions**	**Timeframe (Year)**			
			1	**2**	**3**	**4**
G18.1	MICT	Develop and establish a measurement framework and the systematic usage of collected measurement data to evaluate e-government services development and implementation process			✔	✔

Government-to-Business

Collaborating with Business

e-Government Strategy 2013-2017

B1	Develop Marketing and Awareness strategies for Government Portal and e-Services targeting businesses						
#	**Owner(s)**	**Actions**	**Timeframe (Year)**				
			1	**2**	**3**	**4**	
B1.1	MICT and concerned Ministries and Departments	Organise workshops in collaboration with Ministries and Departments for businesses to promote the adoption of e-services					

B2	Formulate and Implement an Open Government Data Policy					
#	**Owner(s)**	**Actions**	**Timeframe (Year)**			
			1	**2**	**3**	**4**
B2.1	MOFED and MICT	Create an Open Government Data Working Group/Committee with mandate to formulate and issue government-wide Open Government Data Policy	✔			
B2.2	MOFED and MICT	Seek assistance of international organisations to carry out readiness assessment of Open Government Data in Mauritius	✔			
B2.3	Open Government Data Working Group or Committee	Identify at least 5 Ministries/Departments with high-value data or content to participate as pilot projects in the Open Government Data initiative		✔		
B2.4	MICT & CISD	Identify free and open source software solutions (such as CKAN) to be hosted at GOC to implement a "data.gov.mu" portal as a one-stop-shop for publishing Open Government Data		✔		
B2.5	Open Government Data Working Group or Committee and Concerned Ministries & Departments	Engage with other Ministries/Departments working with public sector information (PSI) to identify and open up datasets in "data.gov.mu"			✔	

B3	Integrate e-Payment and m-payment facilities in the existing e-Government applications					
#	**Owner(s)**	**Actions**	**Timeframe (Year)**			
			1	**2**	**3**	**4**
B3.1	MOFED	Work out and implement a plan for a phased integration of e-Payment and m-Payment in existing applications based on demand	✔	✔	✔	✔

B4	Promote the use of the Card Validation service and fingerprint readers by businesses to validate the identity of citizens					
#	**Owner(s)**	**Actions**	**Timeframe (Year)**			
			1	**2**	**3**	**4**
B4.1	PMO, MOFED and MICT	Provide incentives for businesses to purchase ID card readers		✔		
B4.2	PMO	Provide training on the use of readers		✔	✔	
B4.3	PMO	Organise awareness campaigns to promote the use of card validation and fingerprint readers		✔	✔	

B5	Implement measures to make digital certificates affordable					
#	**Owner(s)**	**Actions**	**Timeframe (Year)**			
			1	**2**	**3**	**4**
B5.1	MICT and ICTA	Affordability measures same as G2C recommendation	✔			
B5.2	MICT	Identify transactions for which digital certificates should be used.	✔			
B5.3	MICT	Enforce the use of digital certificates for the identified transactions.		✔	✔	

B6	Assess the current state and re-engineer e-Services to a highly transactional mode					
#	**Owner(s)**	**Actions**	**Timeframe (Year)**			

#	Owner(s)	Actions	1	2	3	4
B6.1	MICT	Carry out assessment of e-Services	✔			
B6.2	MICT	Engage with concerned Ministries and Departments to re-engineer appropriate e-Services for businesses to a highly transactional mode		✔	✔	✔

B7	Promote the use of online Building and Land Permit with e-payment facility					
#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
B7.1	Ministry of Local Government and Outer Islands	Organise Marketing and Awareness Campaign so as to promote the use of online BLP.	✔		✔	
B7.2	Ministry of Local Government and Outer Islands	Enhance the existing Local e-Governance system with the e-payment facility at GOC		✔		✔

B8	Accelerate the implementation of the eWork permit plan					
#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
B8.1	Ministry of Labour, Industrial Relations and Employment	Setup a high level committee to fast-track the implementation of the eWork permit plan	✔	✔		

B9	Assess the effectiveness of the LMIS and chart the way forward to further improve the system					
#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
B9.1	MLIRE	Carry out study of the effectiveness of the LMIS	✔			
B9.2	MLIRE	Review and enhance the functions of the system		✔		

B10	Implement online submission of company data to Statistics Mauritius					
#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
B10.1	Statistics Mauritius	Create an e-service to enable online submission of company data by corporate entities		✔		

B11	Implement e-Procurement so as to enable sustainable procurement in Government					
#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
B11.1	MOFED	Implement e-Procurement solution	✔	✔		

B12	Implement Single Window for trade facilitation					
#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
B12.1	MOFED, MRA and concerned Ministries and Departments	Implement Single Window	✔	✔	✔	✔

B13	Promote the use of online filing of court cases					
#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
B13.1	The Judiciary	Carry out awareness campaigns to promote the use of online filing of court cases				

B14	Implement online filling of objection to Assessment Review Committee for tax issues					
#	Owner(s)	Actions	Timeframe (Year)			
			1	2	3	4
B14.1	MOFED and ARC	Create an e-service to enable online submission of objections to ARC for all cases under its purview				

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