



Jigawa State

Action Plan for Integrating/ Enhancing GovTech and CivicTech Tool



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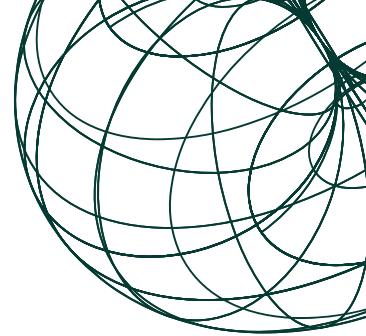




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List Of Abbreviations

Abbreviations	Definitions
BEPD	Budget and Economic Planning Directorate
G2B	Government to Business
G2C	Government to Citizens
G2G	Government to Government
ICT	Information and Communication Technology
InvestJigawa	Jigawa State Investment Promotion Agency
IoT	Internet of Things
ITO	Information Technology Outsourcing
KPI	Key Performance Indicators
MoEST	Ministry of Education, Science, and Technology
MoLHURP	Ministry of Land, Housing, Urban and Regional Planning
MoU	Memorandum of Understanding
PEA	Political Economy Analysis
PPP	Public-Private Partnership
R&D	Research and Development
DPPMB	Due Process & Project Monitoring Bureau
MDI	Manpower Development Institute
SOCU	State Operation Coordinating Unit
MoSD	Ministry of Special Duties
MoWASD	Ministry of Women Affairs and Social Development
Galaxy ITT	Galaxy Information Technology and Telecommunications



Executive Summary

The executive summary provides an overview of the comprehensive implementation framework for e-government tools in Jigawa state and includes technology tools for Government-to-Government (G2G), Government-to-Business (G2B), and Government-to-Citizen (G2C). E-government tools refer to technology solutions and platforms the government uses to improve governance, streamline service delivery and encourage citizen engagement.

The framework includes a set of existing tools and suggestions on new designs to address specific challenges in each domain. As part of the G2G pillar, the implementation plan provides the development of the State HR Management System, a robust application that centralizes and automates various HR processes in public administration. This system will facilitate effective hiring, promotion, and retirement while ensuring transparency and accountability in human resource management.

For the G2B pillar, Jigawa State aims to enable seamless business interactions by implementing tools such as an electronic financial services application. This online platform provides businesses with convenient access to a wide range of financial services provided by government agencies, including the Board of Internal Revenue, Ministry of Health, Ministry of Education and Ministry of Commerce, and so on. With this platform, businesses can easily make payments, access financial information and interact with relevant government agencies, promoting transparency, efficiency, and ease of doing business.

Under the Civic Tech Pillar, the State seeks to increase citizen engagement and empowerment through various tools. The implementation plan envisages the creation of user-friendly web and mobile applications to receive citizens' opinions and complaints, enabling inclusive participation and effective communication between citizens and the government.

These platforms allow citizens to voice their concerns, express their opinions, and participate in political decision-making. In addition, Internet competence portals were developed to give citizens access to a wide range of educational opportunities, enable them to advance their careers, and contribute to the country's socioeconomic development.





In addition, the establishment of health management systems will improve health service delivery through digitizing patient records, facilitate the planning of visits, and enable effective communication between health professionals and citizens. Successful implementation of this comprehensive tool depends on collaboration between government agencies, stakeholders, and technology professionals. Regular assessments and feedback mechanisms are put in place to measure the impact of the tools, identify opportunities for improvement and ensure continuous innovation.

The State is ready to embrace technology and innovation fully and reaffirms its commitment to transparent, accountable, and citizen-centric governance. By integrating G2G, G2B, and G2C tools, Jigawa State aims to create an inclusive, efficient, and digital governance system that meets the needs of citizens, attracts investment, and promotes socioeconomic development.

This framework for implementing e-government tools positions Jigawa as a leader in leveraging technology to improve governance, fuel economic growth, and improve citizens' lives.

Background

In recent years, Jigawa State is located in northwest Nigeria and has made considerable progress in embracing e-government tools to improve administration, transparency, accountability, and public involvement. E-Government tools are technical solutions and platforms that the government uses to streamline operations, enhance service delivery, and encourage effective communication among government agencies, businesses, and citizens. Over the years, Jigawa State has made efforts to adopt e-governance to improve service delivery, transparency, and efficiency in government operations.

The State has drafted an eGovernment plan with the support of the National Information Technology Development Agency (NITDA). The state MDAs have implemented various digital services to make government services more accessible to citizens and businesses. This includes online portals for applications, registrations, and payments for government services and permits. These difficulties include poor stakeholder awareness, limited updates, maintenance problems, financial constraints, and gaps in technical expertise. These challenges have occasionally led to low participation, stagnant content, and challenges with building capacity.





The State is dedicated to overcoming these obstacles and maximizing the advantages of e-government tools. The tools are being prioritized under their impact and ability to handle governance and service delivery issues successfully. The state government also acknowledges the necessity of cooperation across departments, stakeholders, and technology specialists to ensure these tools' long-term viability and facilitate their effective deployment.

The path Jigawa State has taken to adopt e-government tools is evidence of its dedication to openness, accountability, and citizen-centered administration. The State seeks to improve the delivery of public services, draw investments, encourage citizen involvement, and provide an environment favorable for socioeconomic growth through technology and innovation.

The State is ready to lead the way in harnessing technology for good governance and ensuring that every resident benefits from the digital transformation thanks to adopting a complete e-government tool framework.

Government-to-Government (G2G) Tools

The State has established four essential pillars: Government-to-Government (G2G), Government-to-Business (G2B), Government-to-Citizen (G2C), and civic tech tools to use technology for governance and citizen participation effectively. Each pillar is essential in fostering openness, effectiveness, and cooperation within the State's administrative structure. This section will examine each in-depth, identifying current resources and problems and suggesting solutions.

Existing Government-to-Government (G2G) Tools.

- **State Human Resource Management System:** The Office of the Head of the Civil Service created the Human Resource Management System (HRMS), a G2G tool with a few features. It helps to administer essential HR procedures such as employee information management, leave and attendance tracking, performance management, hiring, training, and rudimentary payroll integration. Data security is prioritized by the system, which also intends to improve the public service's HR departments' operating effectiveness and openness.
- **Project Monitoring Software:** This solution is implemented by the Due Process & Project Monitoring Bureau to improve transparency and effectiveness. The initiative enables the Jigawa state populace to actively participate in project tracking and monitoring actively, enhancing public participation and data accuracy.





Challenges Faced by Existing G2G Tools

Adopting and operating government-to-government (G2G) tools, which promote communications and data sharing across multiple government entities, come with challenges. Among the principal challenges are: the effectiveness and openness.

- **Interoperability:** The solutions struggle to communicate and exchange information efficiently. The systems are built in silos by the different vendors without a plan for interoperability, which makes it difficult for other agencies to access and share data seamlessly.
- **Data Security and Privacy:** The solutions are not secured, and the developers and the handlers did not invest in stringent security and privacy protocols.
- **Data Integrity and Quality:** The solutions face data quality issues due to the high human error rate from unskilled handlers during manual data entry and the inability to detect data quality and integrity.
- **Resource Constraints:** To ensure sustainability, the platform gets one-off funding without continuous maintenance and support funding.
- **Infrastructure deficit:** Inadequate technological infrastructure (computers, servers, and network infrastructure) at respective ministries, departments, and government agencies may hinder the optimal functioning of GovTech tools, affecting their performance and reliability.
- **Lack of Political will:** The commitment and support from key stakeholders, including policymakers and government leaders, are lacking towards the successful implementation and sustainability of GovTech initiatives.
- **Lack of adequate Staff Training and Awareness:** lack of sufficient training and awareness among government staff regarding the use and benefits of GovTech tools impedes its effective utilization.
- **Lack of Awareness:** Lack of proactive advocacy and public awareness initiatives limits citizens' and government agencies' adoption and acceptance of GovTech solutions.



Call to Action

To address these challenges and improve the overall G2B ecosystem in Jigawa State, the following initiatives can be undertaken:

- **User-Centric Approach:** Put citizens and end-users at the center of the design and development process. Understand their needs, pain points, and preferences to create tools that address their requirements.
- **Collaborative Governance:** Foster collaboration between government agencies, civic organizations, and technology developers. Encourage open dialogues to define clear objectives, roles, and responsibilities.
- **Data Privacy and Security:** Prioritize data privacy and security throughout the entire lifecycle of GovTech and Civic Tech tools. Comply with relevant data protection laws and implement robust security measures to safeguard sensitive information.
- **Standards and Interoperability:** Promote open standards and interoperability frameworks to ensure seamless data exchange and integration between government systems and tools.
- **Transparent Procurement:** Encourage transparent procurement processes that provide opportunities for reputable and qualitative technology solution providers. Prioritize solutions that align with government needs, scalability, and long-term support.
- **Capacity Building and Training:** Invest in training government personnel and stakeholders to use and manage the tools effectively. This will enhance adoption rates and maximize the benefits of these technologies.
- **Public Awareness and Engagement:** Educate citizens about the benefits of GovTech and Civic Tech tools and involve them in decision-making processes related to these technologies.
- **Sustainable Funding:** Secure sustainable funding for developing, maintaining, and supporting tools to ensure long-term viability.





Suggestions for New Government-to-Government (G2G) Tools

This section summarizes the new suggested tools for the G2G pillar, including its vision and goals, relevant stakeholders, milestones, resources, available infrastructures, capacity requirements, and Key Performance Indicators (KPIs).

Schools Management Systems:

A School Management System (SMS) to effectively record and manage data for public schools in Jigawa State. SMS's primary goals are to centralize school data, streamline administrative tasks, and improve communication among educational stakeholders in the State. Staff must receive thorough training to ensure the successful implementation and use of this transformative tool.

Stakeholders:

Ministry of Education, Science, and Technology (MoEST) or its departments and Agencies.

Available Resources:

- 1. Data:** Jigawa State's education system already generates vast amounts of school-related data. The SMS will leverage this existing data to create a comprehensive information repository.
- 2. Infrastructure:** Existing IT infrastructure, including servers and network connectivity, will be utilized to support the SMS platform. However, additional enhancements may be required for optimal performance.
- 3. Human Resources:** Skilled IT professionals and developers within the Ministry and educational institutions will spearhead the SMS implementation and management.

Resources Need:

- 1. Training:** To use the SMS platform effectively, comprehensive training programs will be conducted for MoEST staff, school administrators, and teachers. This will include system navigation, data entry, and analysis.
- 2. Skilled Support Team:** Establishing a dedicated support team to handle technical queries and troubleshoot issues will be crucial for smooth SMS operation.
- 3. Funds:** Allocate financial resources from the State's education budget will be utilized to develop and implement the School Management Systems.





Key Performance Indicators (KPIs):

To gauge the effectiveness and impact of the Schools Management Systems, the following Key Performance Indicators (KPIs) will be tracked and evaluated:

- The number of public and private schools onboarded
- The percentage of time the software is available and operational without any downtime or technical issues
- The software's average time to respond to user actions, such as generating reports or accessing student data.
- The average time the software evaluates teacher performance and provides targeted support for professional development.
- The software's average time to respond to user actions, such as generating reports or accessing student data.
- Percentage extent to which schools are held accountable for their performance.

Health Management Systems

A Health Management System (HMS) to effectively record and manage data about healthcare facilities and hospitals in Jigawa State. The main goals of HMS are to centralize health data, optimize hospital administration, and enhance patient care and outcomes). For this transformative tool to be successfully implemented and used, healthcare staff must receive thorough training.

Stakeholders:

1. Ministry of Health (MoH or its departments and Agencies
2. Civil Society Organizations/Non-Governmental Organizations (CSO/NGO)

Key Performance Indicators (KPIs):

To assess the effectiveness and impact of the Health Management Systems, the following Key Performance Indicators (KPIs) should be tracked and evaluated to ensure:

- Percentage increase in Healthcare Resource Allocation
- Percentage increase in Desired Health Outcomes
- Average time to provide medical attention
- The increase in the percentage of accuracy and completeness of the data that is stored in the Health Management System.
- The percentage level for the extent to which healthcare providers and patients across all government hospitals use the HMS.
- The increase in the percentage of patient satisfaction levels with healthcare services received through HMS-enabled facilities





Available Resources:

- Data:** Jigawa State's healthcare system already generates significant patient and hospital data. HMS will leverage this existing data to create a comprehensive health information repository.
- Funds:** Allocate financial resources from the State's healthcare budget will be utilized to develop and implement the Health Management Systems.
- Infrastructure:** Existing IT infrastructure, including servers and network connectivity in healthcare facilities, will be utilized to support the HMS platform. Additional enhancements may be required for optimal performance.
- Human Resources:** Skilled IT professionals and developers within the Ministry of Health and partner organizations will spearhead the HMS implementation and management.

Resources Need:

- Training:** Comprehensive training programs will be conducted for healthcare staff, administrators, and IT personnel to use the HMS platform effectively. This includes data entry, medical record management, and system maintenance.
- Support Team:** Establishing a dedicated support team to handle technical queries and troubleshoot issues will be crucial for smooth HMS operation and ongoing maintenance.
- Funding:** Funding is essential for successful G2G tool implementation, covering technology development, infrastructure, security, training, stakeholder engagement, monitoring, and continuous improvement for efficient government interactions and operations

Online Vehicle Inspection and Registration Platform

By implementing and securing an online Vehicle Inspection and Registration Platform, the Ministry of Works and Transport in Jigawa State The solutions will provide a convenient and efficient way for vehicle owners and authorities to manage vehicle inspections, ensure compliance with safety standards, and complete vehicle registration processes online.





Stakeholders:

1. Ministry of Works and Transport.
2. Jigawa State Government.
3. IT Development Team.
4. Vehicle Inspection and Registration Agency.
5. Jigawa Internal Revenue Agency.

Available Resources:

1. **Data:** Existing vehicle registration records and relevant transportation data.
2. **Funds:** Allocate the budget for the project from the state government.
3. **Infrastructure:** Existing IT infrastructure and internet connectivity.
4. **Human Resources:** Skilled personnel within the Ministry of Works and Transport and potential collaboration with external tech experts.

Resources Need:

1. **Additional Funding:** Securing supplementary funding if the allocated budget is insufficient for project completion.
2. **IT Equipment:** Procuring hardware and software required for platform development and implementation.
3. **Training Programs:** Organize training sessions for existing staff and vehicle inspection personnel to use and manage the platform effectively.
4. **Security Measures:** Invest in robust security measures to safeguard user data and prevent unauthorized access. personnel to use the HMS platform effectively. This includes data entry, medical record management, and system maintenance.

Key Performance Indicators (KPIs):

1. **Rate of Platform Adoption:** The percentage of vehicle owners and commuters who register and utilize the online platform for inspection and registration processes.
2. **Commuter Safety Index:** Measuring the change in road accidents and vehicle-related incidents after the platform's implementation.
3. **Percentage Growth in IGR:** Monitoring the increase in revenue generated through the streamlined registration process and reduced leakages.





4. **Average Time for Registration and Processing:** Tracking the time taken for vehicle inspection and registration processes before and after platform implementation.
5. **User Satisfaction:** Conduct surveys to gauge user satisfaction with the platform's usability, convenience, and security.
6. **Staff Competency:** Evaluating the effectiveness of training programs based on staff performance and feedback.

Implementation Plan

The Government-to-Government (G2G) Implementation Plan aims to enhance government efficiency by developing and deploying digital tools. It focuses on improving inter-agency communication, collaboration, and information sharing. The plan includes needs assessment, development, training, pilot implementation, and continuous improvement phases. The program aims to create a more responsive, transparent, citizen-centric government ecosystem by leveraging advanced technology and stakeholder collaboration. Detailed Plan Is in the Table below



Activity	Description	Timeline
Initiation	<ul style="list-style-type: none"> Development of a roadmap, vision, goals, and M&E processes for G2G tools. Form a task force with representatives from relevant MDAs to oversee the implementation. Identify resource requirements and secure funding. 	Mar-May 2024
Development and Testing	<ul style="list-style-type: none"> Engage experienced software developers and IT professionals to build G2G tools. Conduct thorough testing and security assessments. 	Jun – Nov 2024
Training and Capacity Building	<ul style="list-style-type: none"> Organize workshops to upskill government staff on using the new tools effectively. Provide specialized training for cybersecurity personnel in the case of GCOC. 	Dec 2024 – Mar 2025
Pilot Implementation	<ul style="list-style-type: none"> Implement the tools on a pilot basis within select government departments. Assess performance and address issues. 	Dec 2024 – Mar 2025
Rollout and Expansion	<ul style="list-style-type: none"> Gradually expand the implementation of the tools to all government agencies and departments. Monitor and evaluate the impact of the initiatives regularly. 	Mar 2025 onwards
Continuous Improvement	<ul style="list-style-type: none"> Gradually expand the implementation of the tools to all government agencies and departments. Monitor and evaluate the impact of the initiatives regularly. 	Ongoing
Monitoring and Evaluation	<ul style="list-style-type: none"> Establish KPIs to measure the success and effectiveness of the G2G tools. Conduct periodic assessments to gauge progress and make data-driven decisions for further enhancements. 	Ongoing, from Initiation





Government to Business (G2B) Tools

G2B tools cater to the needs of businesses by providing them with convenient and user-friendly access to government services and information. The G2B pillar seeks to streamline business-government contacts, advance procurement transparency, and open access to pertinent data and services. The Jigawa State E-Procurement Portal and the Jigawa State Chamber of Commerce Portal are two examples of current Government-to-Business tools in the State.

Existing Government-to-Government (G2G) Tools.

- **Jigawa State E-Procurement Portal:** The Due Process and Project Monitoring Bureau is in charge of the Jigawa State E-Procurement Portal, which has emerged as a ground-breaking tool revolutionizing how public contracts are obtained. The portal has successfully streamlined the procurement process by enabling vendors, suppliers, and contractors to participate in an open and competitive bidding process through its user-friendly online platform.

The platform provides an avenue for the online submission of proposals, and the use of automated systems to streamline the evaluation process has sped up decision-making and contract award. All parties are informed in real-time through updates and notifications, reducing delays and guaranteeing that projects are completed on time.

Despite its success in the State, the E-Procurement Portal has issues such as funding to ensure maintenance and upgrade.

- **Due Process Registration Portal:** Suppliers and contractors seeking government procurement opportunities in the State leverage the platform to register with the Due Process Registration Portal quickly. The solution encourages seamless embarking on procurement activities in Jigawa State, thereby ensuring transparency, fairness, and efficiency. It promotes economic growth by improving access to opportunities for businesses, including SMEs, through inclusivity.





- **Jigawa State Ministry of Commerce Registration Portal:** The Jigawa State Ministry of Commerce Registration Portal aims to promote ease of doing business by simplifying the State's business registration and permission processes. Despite facing challenges like poor participation, lack of content updates, funding constraints, and capacity building, the portal remains committed to improving user experience and efficiency. By addressing these issues, the portal will continue to empower businesses, attract investments, and foster economic development in Jigawa State.

Challenges Faced by Existing G2B Tool

- **Interoperability:** The tools struggle to communicate and exchange information efficiently. The systems are built in silos by the different vendors without a plan for interoperability, which makes it difficult for other agencies to access and share data seamlessly.
- **Resource Constraints:** To ensure sustainability, the platform gets one-off funding without continuous maintenance and support funding.
- **Infrastructure deficit:** Inadequate technological infrastructure (computers, servers, and network infrastructure) at respective ministries, departments, and government agencies may hinder the optimal functioning of GovTech tools, affecting their performance and reliability.
- **Lack of adequate Staff Training and Awareness:** Lack of sufficient training and awareness among government staff regarding the use and benefits of GovTech tools impedes its effective utilization.

Call to Action

To address these challenges and improve the overall G2B ecosystem in Jigawa State, the following initiatives can be undertaken:

- **Standards and Interoperability:** Promote open standards and interoperability frameworks to ensure seamless data exchange and integration between government systems and tools.
- **Transparent Procurement:** Encourage transparent procurement processes that provide opportunities for reputable and qualitative technology solution providers. Prioritize solutions that align with government needs, scalability, and long-term support.





- **Capacity Building and Training:** Invest in training government personnel and stakeholders to use and manage the tools effectively. This will enhance adoption rates and maximize the benefits of these technologies.
- **Collaborative Governance:** Foster collaboration between government agencies, civic organizations, and technology developers. Encourage open dialogues to define clear objectives, roles, and responsibilities.
- **Public Awareness and Engagement:** Educate citizens about the benefits of GovTech and Civic Tech tools and involve them in decision-making processes related to these technologies.
- **Sustainable Funding:** Secure sustainable funding for developing, maintaining, and supporting tools to ensure long-term viability.

Suggestion for New Government to Business (G2B) Tools

State Business Repository and Accreditation Portal

Vision and Goals: The Business Repository and Accreditation Portal concept is a centralized online platform that serves as a database and verification system for businesses and organizations. It is designed to provide accurate and up-to-date information about registered businesses, certifications, accreditation, licenses, and other relevant details. Such a portal aims to streamline the process of business accreditation and verification for various stakeholders, including government agencies, customers, suppliers, and investors in Jigawa State.

Stakeholders:

- Stakeholders.
- Ministry of Information.
- Ministry of Land.
- Ministry of Commerce.

Available Resources:

1. **Data:** Resources Needed:
2. **Technical Expertise:** Additional skilled IT personnel, if required, to expedite the development process and maintain the platforms effectively.
3. **Collaborative Efforts:** Ongoing cooperation between the responsible ministries to ensure seamless data sharing and integration.
4. **User Feedback Mechanism:** Implementing a system to gather feedback from businesses and users to improve platform usability and features.





5. **Funds:** Allocated budget from the government to finance the development and maintenance of the platforms.
6. **Capacity Building Efforts:** Training programs to enhance the skills of technical personnel involved in platform development.
7. **Data and Information:** Existing business-related data and documentation from the respective ministries.

Key Features and Objectives of the Platform:

1. **E-Business Web and Mobile Platform:** Objective: To provide relevant information on business registration and payments to facilitate a conducive business environment

Key Features:

- Comprehensive Business Information: A centralized repository of all relevant business-related information, including registration procedures, tax payment guidelines, and regulatory requirements.
- Online Payment Gateway: Integration of a secure payment gateway to allow businesses to pay taxes and fees conveniently.
- Frequently Asked Questions (FAQs): A section addressing common queries and concerns business owners raise.
- User Accounts: Provision for businesses to create accounts to access personalized information and services.
- News and Updates: Regularly updated news and announcements related to business and commerce.

2. **Web and Mobile Platform for Business License Registration:** Objective: To enable businesses to register and renew permits or certificates seamlessly through an e-channel.

Key Features:

- User-Friendly Interface: An intuitive and easy-to-navigate interface for smooth business registration and renewal processes.
- Document Upload: Businesses can submit necessary documents online to complete registration and renewal procedures.
- Real-Time Tracking: A tracking mechanism that allows businesses to monitor the status of their registration and renewal applications.
- Automatic Reminders: Automated alerts and reminders for upcoming permit or certificate expirations.





Web and Mobile Platforms for Tax Filing and Payment

The Jigawa State Internal Revenue Service (JSIRS) is committed to enhancing taxpayer convenience and compliance by introducing a cutting-edge web and mobile platform for tax filing and payment. This initiative aims to provide businesses with user-friendly options to file and pay taxes online while granting them access to their payment and registration history. The platform's development will be completed within 12 months, and the required resources are yet to be determined (TBD).

Stakeholders:

1. Jigawa State Internal Revenue Service (JSIRS): Overseeing the platform's design, implementation, and maintenance.
2. Ministry of Finance: Providing necessary support and collaboration regarding financial resources and tax-related data.
3. Experienced Technical Personnel: IT experts and developers responsible for creating and managing the platform.
4. Businesses: End-users who will utilize the platform for tax filing, payments, and historical data access.

Resource Needed:

1. Funding: Allocating the necessary budget to cover the platform's development, deployment, and maintenance.
2. IT Infrastructure: Ensuring the availability of adequate servers, data storage, and network connectivity to support the platform's operations.
3. Data Integration: Coordinating with relevant government departments to access and integrate tax-related data into the platform.
4. Security Measures: Implementing robust security protocols to safeguard taxpayer information and payment transactions.
5. User Support: Establishing a dedicated support team to address user queries and provide assistance.

Key Features and Objectives of the Platform:

1. Online Tax Filing.
2. Seamless Tax Payment.
3. Transaction History and Reporting.





Export and Trade Facilitation Platform:

Vision and Goals: The concept of the Export and Trade Facilitation Platform is to create a digital ecosystem that simplifies and accelerates the export process for businesses in Jigawa State. The primary goals are to enhance export competitiveness, reduce trade barriers, and facilitate access to international markets.

Relevant Stakeholders:

- Ministry of Science, Technology, and Innovation (implementer)
- Ministry of Commerce & Investment
- Ministry of Women Affairs
- Jigawa State Internal Revenue Service (JIRS)
- Nigeria Customs Service (NCS)
- Nigerian Export Promotion Council (NEPC)
- Businesses engaged in export activities

Critical Steps for Realization of Goals:

- Develop and launch the Export and Trade Facilitation Platform with comprehensive export-related information, procedures, and regulations.
- Facilitate integration with relevant government agencies and systems, such as customs and taxation, to ensure seamless export processing.
- Offer digital tools and resources to businesses for market research, export documentation, and logistics support.
- Collaborate with domestic and international trade partners to promote Jigawa State's export offerings.

Available Infrastructure:

1. Existing government servers and network infrastructure can host the platform.
2. Cloud-based services may be considered for scalability and accessibility.
3. Training programs for government officials and businesses on using the platform effectively and understanding export regulations.
4. Dedicated teams to provide support and assistance to businesses utilizing the platform.





Key Performance Indicators (KPIs):

1. Percentage increase in the number of businesses engaged in export activities through the platform.
2. Average time for processing of exports
3. Percentage of Feedback from businesses on the ease of using the Export and Trade Facilitation Platform.

Government Business Support Hub:

Vision and Goals: The concept of the Government Business Support Hub is to create a one-stop digital platform that provides businesses with information, resources, and support to foster their growth and development. The primary goals are to promote entrepreneurship, assist start-ups, and encourage innovation in Jigawa State. Permission for women and people with special needs will be given special consideration.

Relevant Stakeholders:

- Ministry of Science Technology and Innovation (implementer).
- Ministry of Commerce & Investment (co-implementer)
- Small and Medium Enterprises Development Agency (SMEDAN) Jigawa Office
- Jigawa State Investment Promotion Agency (Invest Jigawa)
- Business Development Service Providers
- Start-ups and small businesses in the State

Critical Steps for Realization of Goals:

- Develop and launch the Government Business Support Hub, offering a comprehensive repository of business-related resources, guidelines, and support programs.
- Establish collaboration with business development service providers and industry experts to offer mentorship and advisory services to entrepreneurs.
- Organize virtual workshops and training sessions on business planning, financial management, and marketing strategies.
- Facilitate access to funding and grants for start-ups and small businesses through the platform.





Available Infrastructure:

1. Existing government servers and network infrastructure can host the platform.

Resources Needed:

1. Software developers and IT professionals for platform development and maintenance.
2. Collaboration with business support organizations for content creation and mentorship programs.
3. Budget for platform development and promotional activities.
4. Training and capacity-building programs for government staff and business support providers to manage the platform effectively.
5. Support teams to assist entrepreneurs and start-ups in navigating the platform and accessing resources.
6. Specialists for women and people with special needs provide tailored support.
7. Cloud-based services may be considered for scalability and accessibility.

Key Performance Indicators (KPIs):

- The number of businesses accessing resources and support through the Government Business Support Hub.
- Percentage increase in registered start-ups and new business registrations in the State.
- The number of positive feedbacks from entrepreneurs on the usefulness and impact of the platform in their business growth.
- The number of successful business funding and grant applications facilitated through the platform.

Implementation Plan:

The Government-to-Business (G2B) Implementation Plan aims to enhance the interaction between government agencies and businesses through digital solutions. It promotes economic growth, transparency, and efficiency in the government-business ecosystem. The plan includes phases for initiation, development, training, pilot implementation, and continuous improvement.

By leveraging technology and stakeholder engagement, the G2B Implementation Plan seeks to create a business-friendly environment and optimize the ease of doing business with the government. Please see the table above for a complete outline of the Government-to-Business (G2B) implementation strategy.



Activity	Description	Timeline
Initiation	<ul style="list-style-type: none"> Development of a roadmap, vision, goals, and M&E processes for G2B tools. Form a task force with representatives from relevant MDAs to oversee the implementation. Identify resource requirements and secure funding. 	Jan-Mar 2024
Development and Testing	<ul style="list-style-type: none"> Engage experienced software developers and IT professionals to build G2B tools. Conduct thorough testing and security assessments. 	Apr - Aug 2024
Training and Capacity Building	<ul style="list-style-type: none"> Organize workshops to upskill government staff on using the new tools effectively. Provide specialized training for cybersecurity personnel in the case of GCOC. 	Dec 2024 - Mar 2025
Pilot Implementation	<ul style="list-style-type: none"> Implement the tools on a pilot basis within select government departments. Assess performance and address issues. 	Dec 2024 - Mar 2025
Rollout and Expansion	<ul style="list-style-type: none"> Gradually expand the implementation of the tools to all government agencies and departments. Monitor and evaluate the impact of the initiatives regularly. 	Mar 2025 onwards
Continuous Improvement	<ul style="list-style-type: none"> Gradually expand the implementation of the tools to all government agencies and departments. Monitor and evaluate the impact of the initiatives regularly. 	Ongoing
Monitoring and Evaluation	<ul style="list-style-type: none"> Establish KPIs to measure the success and effectiveness of the G2G tools. Conduct periodic assessments to gauge progress and make data-driven decisions for further enhancements. Encourage active participation and adoption of the platforms. 	Ongoing, from Initiation





Civic Tech Tools (G2C &C2G)

The Government-to-Citizen (G2C) & Citizen to Government pillars focus on increasing citizen participation, empowerment, and delivery of government services while encouraging two-way communication. The Jigawa State Government Website, the NextJigawa Portal, and the Budget Citizen Input Application are some of the existing CivicTech tools in Jigawa State.

Existing Tools Civic Tech Tools

- **NextJigawa Portal: Enhancing Awareness and Citizen Engagement:** An innovative web-based platform called NextJigawa Portal was created to increase public participation in Jigawa State's government programs and services. The platform needs more awareness, limiting its impact on the general public and its reach. NextJigawa aims to close the information gap between the people and the government by utilizing technology, encouraging openness and citizen engagement.
- **Budget Citizen Input Application:** The Budget Citizen input application is an existing government-to-citizen (G2C) tool that enables citizens to provide input on budgetary matters is the Budget Citizen Input Application which the Directorate of Budget runs in Jigawa State. Despite its current limited functionality and offline nature, it is essential for promoting public involvement in the budgetary process.
- **State Social Register for Poor and Vulnerable:** The State Operation Coordinating Unit (SOCU) has successfully established a State Social Register for Poor and Vulnerable Individuals. This tool is vital in identifying and supporting those facing economic hardships and vulnerability within the State. The State Social Register ensures that targeted social assistance reaches the proper beneficiaries, promoting inclusive growth and reducing poverty.

Challenges Faced by Existing G2C/C2G Tool

- **Interoperability:** The solutions need help to communicate and exchange information efficiently. The systems are built in silos by the different vendors without a plan for interoperability, which makes it difficult for other agencies to access and share data seamlessly.
- **Resource Constraints:** To ensure sustainability, the platform gets one-off funding without continuous maintenance and support funding.





- **Infrastructure deficit:** Inadequate technological infrastructure (computers, servers, and network infrastructure) at respective ministries, departments, and government agencies may hinder the optimal functioning of GovTech tools, affecting their performance and reliability.
- **Lack of Awareness:** Lack of proactive advocacy and public awareness initiatives can limit businesses' adoption and acceptance of CivicTech solutions.

Call to Action

To address these challenges and improve the overall G2B ecosystem in Jigawa State, the following initiatives can be undertaken:

- **Standards and Interoperability:** Promote open standards and interoperability frameworks to ensure seamless data exchange and integration between government systems and tools.
- **Transparent Procurement:** Encourage transparent procurement processes that provide opportunities for reputable and qualitative technology solution providers. Prioritize solutions that align with government needs, scalability, and long-term support.
- **Capacity Building and Training:** Invest in training government personnel and stakeholders to use and manage the tools effectively. This will enhance adoption rates and maximize the benefits of these technologies.
- **Public Awareness and Engagement:** Educate citizens about the benefits of GovTech and Civic Tech tools and involve them in decision-making processes related to these technologies.
- **Sustainable Funding:** Secure sustainable funding for developing, maintaining, and supporting tools to ensure long-term viability.





Suggestion for New CivicTech G2C/C2G Tools

Scholarship Management System

The Scholarship Management System (SMS) is a cutting-edge digital platform to simplify and revolutionize the management of educational funding programs and scholarships. The main goals of SMS are to make information readily available and to build a solid foundation for practical evaluation and cooperation among responsible parties, such as the Ministry of Education, Science, and Technology (MoEST), the Jigawa State Scholarship Board (JSSB), Tertiary Institutions, and scholarship applicants. The SMS aims to improve the accessibility, accountability, and transparency of the scholarship administration process. To accomplish this, SMS establishes a one-year implementation schedule and calls for critical resources, including information, money, infrastructure, and human resource capacity, including thorough training.

Stakeholders

1. Ministry of Education, Science, and Technology (MoEST) or IT Departments and agencies
2. Jigawa State Scholarship Board (JSSB)
3. State Tertiary Institutions

Implementation Timeline:

The Scholarship Management System is slated for a one-year timeline for successful implementation. This timeline encompasses various stages, from the application's development and testing to staff training and system launch. The deadline emphasizes the project's urgency, immediately ensuring a timely and efficient roll-out to benefit students and scholarship applicants.

Required Resources:

- 1. Data:** A comprehensive database of student records, scholarship criteria, and academic institutions is essential to establish the foundation of the Scholarship Management System. Data accuracy and integrity will be a critical priority during the implementation process.
- 2. Funds:** Adequate financial resources must be allocated to develop, deploy, and maintain the Scholarship Management System. The investment in SMS will yield significant returns through improved efficiency and transparency in scholarship administration.





3. **Infrastructure:** A robust and scalable digital infrastructure is necessary to support the SMS platform. This includes servers, cloud storage, and internet connectivity to ensure seamless access and data security.
4. **Human Resources:** Properly skilled and trained human resources are vital for successfully implementing and maintaining SMS. A team of developers, system administrators, and support staff will be essential to ensure a smooth user experience.
5. **Training:** The Scholarship Management System's success is attributed mainly to the thorough training provided to all parties involved. This includes personnel from the MoEST, JSSB, Tertiary Institutions, and any other pertinent governmental organizations. The training will cover various SMS-related topics, including data entry, system navigation, application evaluation, and reporting capabilities. It will enable staff to fully utilize SMS's abilities fully, ensuring efficient administration and improving the user experience for scholarship applicants.

KPIs: Key Performance Indicators

The following Key Performance Indicators (KPIs) will be monitored and assessed to gauge the effectiveness and efficiency of the scholarship management system:

Average application Processing Time: This metric tracks how long it takes to review scholarship applications, from submission to decision. Reducing processing times will boost effectiveness and guarantee that applicants receive their answers on time.

Average Timelines for Disbursement: This indicator measures how promptly monies for winning candidates are distributed through scholarships. Students can quickly satisfy their financial demands thanks to timely distribution.

Applicant Satisfaction: This measure of satisfaction gauges how happy scholarship candidates are with the SMS platform and the whole application procedure. User evaluations and feedback questionnaires will be utilized to measure customer satisfaction.

Transparency and Accountability: This performance indicator assesses the accountability and transparency attained in the SMS-based scholarship administration process through surveys. It gauges how well the platform guarantees impartial selection procedures and abides by predetermined rules.





Citizen Information Portal: Empowering Citizens with Comprehensive Information

Establishing a Citizen Information Portal, a centralized web and mobile platform that gives citizens comprehensive information on government services, the Ministry of Information is committed to enhancing citizen-government interactions. This program aims to promote an informed and involved citizenry by increasing transparency and accessibility to essential services.

Stakeholders

1. Ministry of Information: Overseeing the development and maintenance of the Citizen Information Portal.
2. Various Ministries, Departments, and Agencies (MDAs): Collaborating to provide accurate and up-to-date information on their services.
3. Experienced Technical Personnel: IT experts and developers responsible for designing and implementing the platform.
4. Citizens: The primary beneficiaries of the portal, using it to access government services and information.

Available Resources

Technical Expertise: Leveraging skilled IT personnel within the Ministry and potentially seeking collaboration with external experts.

Resources Needed:

1. Data Integration: Collaborating with various MDAs to integrate accurate and up-to-date service information into the portal.
2. User Training: Conduct training programs to familiarize citizens with the portal's features and navigation.
3. Content Management: Establishing a content management system to update and maintain the information on the platform regularly.
4. User Support: Providing a dedicated helpdesk to address citizen queries and concerns related to the portal.

KPIs: Key Performance Indicators

1. Tracking the number of unique visitors, page views, and time spent on the portal to measure user engagement.
2. User Satisfaction: Conducting user feedback surveys to gauge citizens' satisfaction with the portal's content, usability, and relevance.
3. Number of Feedback: Assessing the number and nature of feedback and suggestions received from citizens through the portal.





Online Service Request Platform

Various Ministries, Departments, and Agencies (MDAs) are collaborating to launch an Online Service Request Platform, enabling citizens to request conveniently and access government services. This initiative aims to streamline service delivery, reduce bureaucratic delays, and enhance citizen satisfaction.

Stakeholders

1. Various Ministries, Departments, and Agencies (MDAs): Collaborating to provide their respective services through the platform.
2. Experienced Technical Personnel: IT experts and developers responsible for the design and implementation of the platform.
3. Citizens: The primary beneficiaries will utilize the platform to request and access government services.

Resources Needed:

1. **Service Integration:** Collaborating with various MDAs to integrate their services seamlessly into the platform.
2. **User Training:** Conduct training programs to familiarize citizens with the platform's features and how to request services effectively.
3. **Security Measures:** Implementing robust security protocols to safeguard citizen data and prevent unauthorized access.
4. **User Support:** Providing a dedicated helpdesk to address citizen queries and concerns related to the service request process.
5. **Funding:** Allocating the necessary budget to cover the online Service Request Platform's development, operation, and promotion.
6. **Technical Expertise:** Utilizing skilled IT personnel within the MDAs and potentially seeking collaboration with external experts.

Key Features and Objectives of the E-Tax Payment and Filing System:

1. **User-Friendly Interface:** Designing an intuitive interface to ensure ease of use for taxpayers during the tax filing process.
2. **Secure Payment Gateway:** Integrating a secure payment gateway to enable online tax payments with confidence.
3. **Real-Time Validation:** Providing immediate validation checks during tax filing to ensure accurate and complete submissions.
4. **Electronic Filing:** Enabling taxpayers to submit tax returns electronically and supporting documents through the platform.
5. **Payment History and Receipts:** Granting taxpayers access to their payment history and downloadable receipts for record-keeping.





Key Performance Indicators (KPIs):

- 1. Taxpayer Adoption:** Measuring the percentage of taxpayers who opt for the E-Tax Payment and Filing System over traditional methods.
- 2. Number of Transactions:** Tracking the number of tax returns filed and payments made through the platform to evaluate usage.
- 3. User Satisfaction:** Conducting user feedback surveys to gauge taxpayers' satisfaction with the platform's usability and convenience.

Citizen Engagement and Feedback Platform

The Service Compact will lead an ambitious project to create a Citizen Engagement and Feedback Platform with All Nigerians (SERVICOM) to enable citizens to submit feedback, report issues, and participate in governance. This effort promotes effective service delivery and public accountability by fostering openness, inclusivity, and collaboration between the government and residents.

Responsible Stakeholders:

1. Service Compact with all Nigerians (SERVICOM):
2. Experienced Technical Personnel.
3. Citizens.
4. CSOs, CBOs, and INGOs

Resources Needed:

1. Data Integration: Coordinating with relevant government departments to promptly address feedback and issues reported through the platform.
2. Security Measures: Implementing robust security protocols to protect citizens' data and ensure privacy during the engagement.
3. User Training: Conduct training programs to familiarize citizens with the platform's features and encourage active participation.
4. Public Awareness: Launch an awareness campaign to inform citizens about the benefits and usage of the Citizen Engagement platform.
5. Funding: Allocating the necessary budget to cover the development, maintenance, and promotion of the Citizen Engagement and Feedback Platform.
6. Technical Expertise: Leveraging skilled IT personnel within SERVICOM and potentially seeking collaboration with external experts.





Key Features and Objectives of the Citizen Engagement and Feedback Platform:

- 1. Feedback Submission:** Allowing citizens to submit feedback, suggestions, and complaints on government services and policies.
- 2. Issue Reporting:** Enabling citizens to report issues, such as infrastructure problems, public safety concerns, or environmental issues.
- 3. Transparent Resolution:** Ensuring transparency in handling feedback and issues and providing timely updates to citizens on progress and resolutions.
- 4. Public Consultations:** Facilitating public consultations and town hall meetings through the platform to gather citizen input on important matters.
- 5. Government Responsiveness:** Holding government entities accountable for promptly addressing citizen feedback and resolving reported issues.

Key Performance Indicators (KPIs):

- 1. Number of Users on the Platform:** Measuring how many users use the platform actively and how often they leave feedback or submit issues.
- 2. Average Time for Issue Resolution:** keeping track of how long it typically takes to address and resolve complaints made by the public.
- 3. User Satisfaction:** assessing users to learn how satisfied they are with the responsiveness and usefulness of the platform.

Emergency Response System

The State Emergency Management Agency (SEMA), the Fire Service, Special Duties, and the Ministry of Women Affairs and Social Development (MoWASD) are all collaborating to implement an Emergency Response System. This system seeks to enable citizens to report emergencies in real-time, promoting rapid reaction and coordinated actions to address emergencies successfully.

Responsible Stakeholders:

1. State Emergency Management Agency (SEMA): Overseeing the planning, development, and implementation of the Emergency Response System.
2. Fire Service, Special Duties, MoWASD Etc.: Collaborating to ensure coordination and timely responses to reported emergencies.
3. Experienced Technical Personnel: IT experts and developers responsible for designing and deploying web and mobile platforms for emergency reporting.





Resources Needed:

- 1. Data Integration:** Coordinating with relevant agencies to ensure real-time emergency reports and data transmission.
- 2. Security Measures:** Implementing robust security protocols to safeguard citizens' information and ensure the system's reliability.
- 3. User Training:** Conduct training programs to familiarize citizens with the platform's features and encourage active reporting.
- 4. Public Awareness:** Launch an awareness campaign to inform citizens about the Emergency Response System and how to use it in emergencies.
- 5. Funding:** Allocating the necessary budget to cover the Emergency Response System's development, maintenance, and promotion.
- 6. Technical Expertise:** Leveraging skilled IT personnel within the agencies and potentially seeking collaboration with external experts.

Key Features and Objectives of the Emergency Response System:

- 1. Real-Time Reporting:** Allowing citizens to report emergencies instantly through the platform, providing accurate location data.
- 2. Automatic Alerting:** Triggering alerts to relevant emergency response agencies for swift action.
- 3. Coordination Hub:** Acting as a central hub to coordinate efforts between multiple agencies during emergency responses.
- 4. Public Safety Updates:** Providing real-time updates to citizens during emergencies to ensure safety and informed decisions.

Key Performance Indicators (KPIs):

- 1. Number of Emergency Reports Received Post-Establishment of the Platform:** Measuring the number of emergency reports received through the system to evaluate its usage and effectiveness.
- 2. Average Time Taken to Respond to Emergency Calls:** Tracking the average time for emergency response agencies to address reported emergencies.
- 3. Coordination Effectiveness:** Assessing the level of coordination and collaboration between agencies during emergency responses.





Implementation Plan

The Implementation Plan seeks to improve public services and citizen engagement. It focuses on enhancing accessibility, transparency, and effectiveness in interactions between the government and citizens. Phases for requirement analysis, resource allocation, stakeholder involvement, development and testing, launch and promotion, training and capacity building, monitoring and evaluation, and continual improvements are all included in the plan.

The CivicTech Implementation Plan also emphasizes the development of a better-educated and empowered citizenry by utilizing technology and encouraging collaboration. It speaks to transformation and providing public services that guarantee citizens a smooth experience when dealing with the government.

Activity	Description	Timeline
Needs Assessment	<ul style="list-style-type: none">Conduct a comprehensive assessment to identify user requirements and technical specifications.	Sept-Dec 2023
Resource Allocation	<ul style="list-style-type: none">Allocate resources, including budget and technical expertise, for G2C tool development.	Oct-Dec 2023
Stakeholder Engagement	<ul style="list-style-type: none">Collaborate with relevant stakeholders and government agencies to ensure seamless integration.	Jul - Oct 2024
Development and Testing	<ul style="list-style-type: none">Collaborate with relevant stakeholders and government agencies to ensure seamless integration.	Jul - Oct 2024
Training and Capacity Building	<ul style="list-style-type: none">Conduct training programs for government staff and stakeholders to support G2C tools.	Oct-Dec 2024





Training and Capacity Building	<ul style="list-style-type: none">Conduct training programs for government staff and stakeholders to support G2C tools.	Oct-Dec 2024
Monitoring and Evaluation	<ul style="list-style-type: none">Implement a robust framework to measure the performance and impact of the G2C tools regularly.	From the beginning
Launch and Promotion	<ul style="list-style-type: none">Launch G2C tools through awareness campaigns and promotional activities for citizen adoption.	Oct 2024 onwards

Conclusion:

This e-government solutions document concludes by thoroughly analyzing the available E-Government tools, problems observed, and the strategy for implementing new tools across several government service pillars. The paper emphasizes embracing technology to improve efficiency, transparency, and citizen involvement.

The current E-Government tools, while functional, have encountered issues including low participation, insufficient content updates, funding constraints, and a need for capacity building. However, the three-year implementation plan shows a distinct vision and objectives for each pillar and the relevant stakeholders, timelines, resources, and capacity requirements. The prioritization of resources and the distribution of tasks to the various MDAs show a strategic approach to obtaining the intended results.

The document also emphasizes the significance of introducing new tools to address specific objectives, such as managing scholarships, tracking pensions and gratuities, monitoring projects, implementing school and health management systems, managing human resources, managing tourism, and reporting for emergency incidents/disasters. These tools facilitate citizen-centric services, increase accessibility, and streamline operations.

The document's overall message demonstrates a practical path to using technology to the advantage of the State and its residents. By taking advantage of these instruments, the State Government will experience an improvement in service delivery while encouraging accountability and transparency will enable individuals to take an active role in governance.





Recommendations:

1. Digital Transformation Strategy: Develop a comprehensive digital transformation strategy for Jigawa State, encompassing all aspects of e-governance. This strategy should outline clear objectives, timelines, and resource allocations to drive effective implementation.
 - Policy and Framework Development: Establish robust policies and frameworks for implementing and using GovTech and CivicTech tools. Adhere to best practices and security standards to protect sensitive data and promote effective governance.
2. Capacity Building: Invest in training and capacity building for government officials to enhance their technical skills and knowledge in managing GovTech and CivicTech tools. This will bridge the shortage of technological know-how and ensure successful implementation and maintenance.
3. Pilot Initiatives: Initiate pilot projects for new G2G, G2B, and G2C tools in select government departments and agencies. Monitor the outcomes and gather feedback to refine the tools before full-scale implementation.
 - Host Hackathons and Ideathons: Hackathons and Ideathons are potent events that foster innovation, collaboration, and creativity in developing Civic Tech and GovTech tools. These events bring together diverse participants, including software developers, designers, policymakers, subject matter experts, and citizens, to brainstorm, prototype, and create solutions to address civic challenges and improve government services.
4. Funding and Resource Allocation: Allocate sufficient funding to support developing, maintaining, and enhancing GovTech and CivicTech tools. Secure financing through public-private partnerships and explore grant opportunities to address financial constraints.
5. Digitalization and Upgrade: Prioritize the digitalization of non-digital tools and websites to ensure seamless user experiences and enhance accessibility. Implement regular upgrades and security measures to maintain the functionality and security of existing GovTech and CivicTech tools.
6. Collaboration and Integration: Foster collaboration among government agencies to improve the functionality and integration of GovTech and CivicTech tools. Develop data-sharing agreements to enhance efficiency and service delivery.





7. Monitoring and Evaluation: Implement a robust monitoring and evaluation mechanism to measure the performance and impact of GovTech and CivicTech tools. This will also include regular feedback collection from citizen users and government officials to identify areas for improvement in all GovTech tools.
8. Public Awareness Campaigns: Launch targeted public awareness campaigns to educate citizens about the available GovTech and CivicTech tools and their benefits. This will increase general utilization and engagement, promoting a more inclusive and transparent governance system.

Next Step

1. Strategic Planning Workshop (Sept 2023): Organize a strategic planning workshop involving key stakeholders, government officials, and technical experts to develop a strategy for the adoption of the Jigawa State Digital Economy Plan and Strategy (JDEPS) and the Action Plan for the Integration of GovTech and CivicTech Tools in Jigawa State.
2. Task Force Formation (Sept-Oct 2023): Establish a dedicated task force responsible for overseeing the implementation of the Action Plan. This task force should coordinate efforts, set milestones, and ensure the timely execution of initiatives.
3. Governance Framework Development (Nov 2023 - Feb 2024): Develop a comprehensive governance framework that addresses the legal, privacy, and security aspects of GovTech and CivicTech tools. Ensure adherence to relevant regulations and ethical standards.
4. Collaborative Partnerships (Nov 2023 onwards): Forge partnerships with reputable technology firms and organizations to access expertise, technical support, and funding opportunities.
5. Pilot Initiatives (Feb - Dec 2024): Initiate pilot projects for new G2G, G2B, and G2C tools in selected ministries, departments, and agencies. Monitor the outcomes and gather feedback to refine the tools before full-scale implementation.
6. Capacity Building Workshops (Jul - Dec 2024): Conduct capacity building workshops for government officials to enhance their knowledge and skills in managing GovTech and CivicTech tools effectively.
7. Awareness Campaigns (Jul 2024 onwards): Launch targeted awareness campaigns through various communication channels to educate citizens about the benefits of GovTech and CivicTech tools and promote active participation.





8. Regular Assessments (Jul 2024 onwards): Implement periodic assessments to evaluate the performance, functionality, and user satisfaction of GovTech and CivicTech tools. Use the findings to make data-driven decisions and drive continuous improvements.

Jigawa State stands at the threshold of an e-governance transformation. By embracing digitalization, capacity building, and collaborative efforts, the State will overcome existing challenges and harness the full potential of GovTech and CivicTech tools. The recommended actions and strategic next steps will pave the way for a more efficient, transparent, and citizen-centric governance system, driving progress and development for the people of Jigawa State. With proactive implementation and commitment from all stakeholders, the future of e-governance in Jigawa State is bound to be quite impactful.





Jigawa State
**Action Plan for Integrating/
Enhancing GovTech and
CivicTech Tool**