President's Office, Public Service Management and Good Governance

e-Goverment Agency

eGA PERFORMANCE 2012/13-2016/17

Issue No. 3, 2017

Karibu Huduma za Serikali
- Tanzania
1. Ajira
2. Huduma za NHIF
3. Bei za Mafuta
4. Malipo ya Serikali
5. NIDA
6. Afya
7. TFDA
8. ADGG

##. Cancel

GHAIRI   TUMA

eGA 5 Years Performance At a Glance

PERFOMANCE AT A GLANCE

1. Designed, developed and operationalized the Government e-Office System (GeOS) to facilitate day to day Government administrative process within and amongst Public Institutions. Currently, 28 Public Institutions have been connected and are using the system.

2. Designed, developed and operationalized the Government Mailing System (GMS), to facilitate office communication whereby a total of 359 Public Institutions including Embassies are connected and using the System.

3. Facilitated designing and development of various e-government systems that facilitated public institutions business operations including PCCB corruption acts reporting system through short code 113, Parliament online information system POLIS, Government Recruitment portal that facilitated Government recruitment processes and Government e-Payment Gateway (GePG) to improve visibility, control of Government revenue collection

4. Established a secured and affordable shared Government Communication Network (GovNeT) to facilitate communication across the Government, whereby more than 150 Public Institutions are connected.

Improved Government Internal Operations

5. Revamped and redesigned the Government Website into a portal (www.tanzania.go.tz) which is a one stop centre for providing access to information and e-services through mobile and online service sections of the Portal.

6. Developed and operationalised Government Mobile Platform (mGOV) as one stop center for all Government mobile services whereby, a total of 117 Public Institutions are using the Platform with more than 15 million transactions

Improved Access to e-service

7. Operationalised e-Government Standards and Guidelines used by Public Institutions to facilitate e-Government implementations. Moreover, the Agency is using them in providing guidance on proper acquisition and implementation of e-Government initiatives and reducing duplications.

8. Operationalised Government Data Centre that provide hosting services for virtual, websites, applications, co-location and domain registration and hosting.

Enhanced e-Government coordination and control

9. Provided advisory services to 299 Public Institutions and 2,947 technical support services in areas of ICT Systems Review, ICT Security Assessment, Development of Disaster Recovery Plan, Development of ICT Strategy, Development of ICT Policy, Development of Enterprise Architecture and ICT Project Review.

10. Provided e-government technical trainings in areas of network management to 240 institutions, Government Mailing System to 359 institutions, provision of e-services to 76 institutions and website management to 411 institutions.
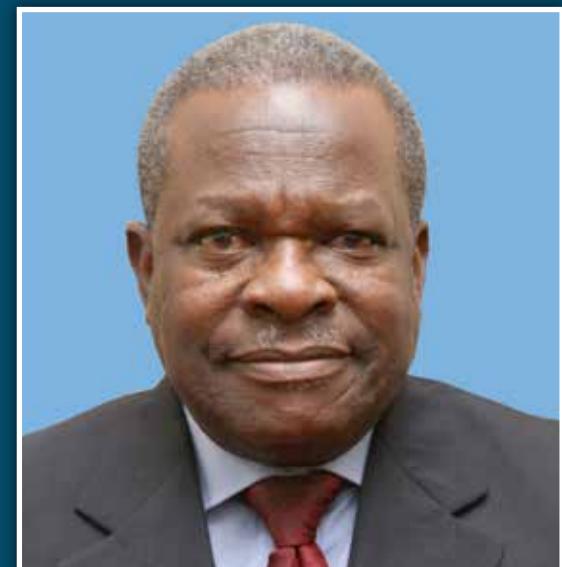
Enhanced capacity to implement e-government initiatives

Message from the Minister

The Government is proud of the achievements of the Agency in coordinating and promoting the use of ICT in the Government operations realized during the past five years of its operations. Within a short span, we have established a robust enviable institution in our country as evidenced by its systematic approach in managing and coordinating ICT usage, offering of e-government services, guiding and standardizing e-government initiatives and enforcement of compliance in the implementation of e-government initiatives in the Government that can vividly be seen when one browses Public Institutions' websites all over the country.

In realizing the importance of ICT in speeding up economic development and spearheading industrial economy, the Government has included e-government agenda as one of priority areas in its National Five Year Development Plan II. In addition, we are currently in the final stage of developing National e-Government Policy and its implementation Strategy that will provide a comprehensive framework for guiding the development of e-government initiatives so as to ensure optimal benefits to the citizenry.

We recognize that the power behind this success comes from not only commitment and hard work of the Agency, but also contributions of a number of stakeholders comprising Public Institutions, Development Partners, Academic and Research Institutions and the general Public. On behalf of the Government, I would like to thank the Agency and all stakeholders for a work well done and I promise that the Government will continue to give every support needed in order to realize the envisaged benefits of e-government to the citizens.

Capt (Rtd) **George Huruma Mkuchika, MP**
Minister of State, President's Office, Public Service Management and Good Governance

Former Ministers' Quotes

"e-Government Agency coordinates, oversees and promotes ICT usage in the Government and ensures ICT resources are shared amongst Public Institutions to avoid duplications of efforts….the Government will continue to encourage talented and skilled youths in ICT to innovate and develop systems that enable efficient delivery of public services"

Hon. Angella Kairuki (MP) - March, 2017

"The Government will continue to install e-government infrastructure and systems to improve operational efficiency in service delivery to the public… and to expand the scope of availability of information and essential public services using ICT services such as the use of mobile phones"

Hon. Celina Ompeshi Kombani (MP) - May, 2014

Message from the Permanent Secretary

I am delighted to see that e-Government Agency, which was established and started its operations in 2012 with just limited resources, has managed to achieve its objectives very satisfactorily. The President's Office Public – Service Management and Good Governance, being the mother Ministry of the Agency, recognized its importance in facilitating transformation of government business processes and service delivery to the citizens. While the Ministry recognizes that the success of the Agency has been attributed by many factors, the two key factors are the strong leadership of the Agency and commitment of staff in innovating and implementing e-government initiatives.

The Ministry is satisfied that the management of the Agency and its objectives are in line with Government efforts of reforming the public service in order to increase work efficiency and improve service delivery to the citizens. Through constant advocacy of the effective and safe use of ICT, the Agency operations have facilitated improved public services and made them better, cost effective, easily and timely accessible.

The Ministry will continue to support the operations of the Agency and provide all necessary assistance required. Likewise, the Ministry will continue to cooperate with the Agency and other Public Institutions to innovate solutions for modernizing the public service and make it serve the citizens in better and effective ways.

Dr. Laurean Ndumbaro
Permanent Secretary President's Office, Public Service Management and Good Governance

Former Permanent Secretaries' Quotes

"The objective of e-Government is to reduce costs of government operations, to increase the scope of information availability at every government level; to increase the security of the Government and its citizens in this age of science and technology by enhancing the ability of the Government to manage disasters through technology; to simplify work processes in public institutions and improve the delivery of services to the public. These objectives are achievable depending on the effectiveness of the systems inside the Government".

Hab Mkwizu - August, 2015
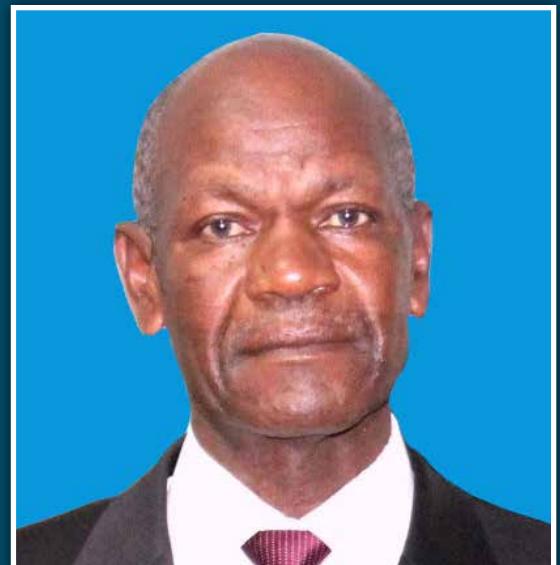
"e-Government Agency will give us solutions to the many problems facing government implementation in many aspects and to ensure services are delivered in time and close to the people... Technology will give us a better opportunity of improving accountability, transparency and efficiency in the Government, thereby increasing speed in decision making and giving timely information to the people".

George Yambesi - July, 2012

Quote from the Ministerial Advisory Board Chairman

"We are mindful that our underlying purpose is not actually technologically-based, but people-based. It is the people of Tanzania – its citizens and public servants, who will benefit from the work of this Agency in terms of increased efficiency and service delivery, reduced governmental operational costs, as well as greater transparency and accountability, including data security and confidentiality"

Prof. Joseph Semboja - January, 2014

Message from the CEO

It gives me great pleasure to present the Agency's first five-year Performance Report from 2012/13 to 2016/17. Since the beginning of our operations, we have been working proactively and in collaboration with Public Institutions and other stakeholders in innovating best ICT solutions to increase access and deliver improved public services to citizens.

During the period, we have registered notable performance in various objectives we planned to achieve. The Agency now has fairly adequate and competent staff to implement its activities. We have developed and operationalized various internal systems and acquired tools, equipment and other facilities for enabling our daily operations. In addition, we have enabled sharing of ICT resources by Public Institutions, increased the use of e-services by the Public and strengthened control of Government information and systems.

Furthermore, as regards to Public Institutions, we have reduced duplication of efforts in various e-goverment innitiatives, facilitated development of systems that align with actual requirements of business processes of respective Public Institutions and minimized costs of design, development, management and maintenance of ICT systems and infrastructure.

Despite these achievements, the first five years journey have been very challenging for the Agency to efficiently and effectively carry out its mandated functions in an environment where readiness to adopt e-goverment initiatives in some Public Institutions was low.

However, I appreciate the deliberate efforts being taken by the Government to support development of e-Government Policy and its implementation Strategy that will empower the Agency in fulfiling its mandate more effectively. I also recognize the enormous support the Agency has enjoyed from its stakeholders in accomplishing its strategic objectives.

I wish to thank the Government, the Ministers and Permanent Secretaries of the President's Office Public Service Management and Good Governance during the period, the Ministerial Advisory Board, development partners, private sectors and all other stakeholders as well as eGA Management and staff for their support and dedication.

Dr. Jabiri K. Bakari
The Chief Executive Officer

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About eGA

Background

e-Government Agency (eGA) is a semi-autonomous institution established under the Executive Agencies Act, No.30 Cap. 245 of 1997, with the mandate of co-ordination, oversight and promotion of e-Government initiatives. The Agency was established in implementation of a Cabinet decision made in 2004 and by Tanzania Presidential Instrument Government Notice No. 51 of 17/12/2010 that mandated President's Office, Public Service Management (PO-PSM) to establish the focal point to coordinate the existing fragmented and isolated e-Government initiatives in Tanzania. Before the establishment of the Agency, ICT initiatives in the Government were coordinated and managed by the then Directorate of Management of Information Systems (DMIS), now Directorate of Information and Communication Technology Systems (DICTS) under the President's Office, Public Service Management. The Agency became operational effective in April 2012 and officially inaugurated in July 2012.

Vision of the Agency

To be a leading innovative Institution, enabling the use of ICT for improving Public Service delivery.

Mission of the Agency

To create and provide an enabling e-service environment through promotion, coordination, oversight and enforcement of ICT usage for improved Public service delivery.

Core Values

The Agency has five core values that guide and direct the behavior of employees of the Agency at all levels. The values describe the culture of the workplace, ensuring that all employees and customers of the Agency have a common understanding of how they will be treated and what is expected from them. The core values include:-

i. Integrity: We uphold the highest standards of conduct in all that we do in recognition that honest relationship and trust are essential for long-term organizational success.
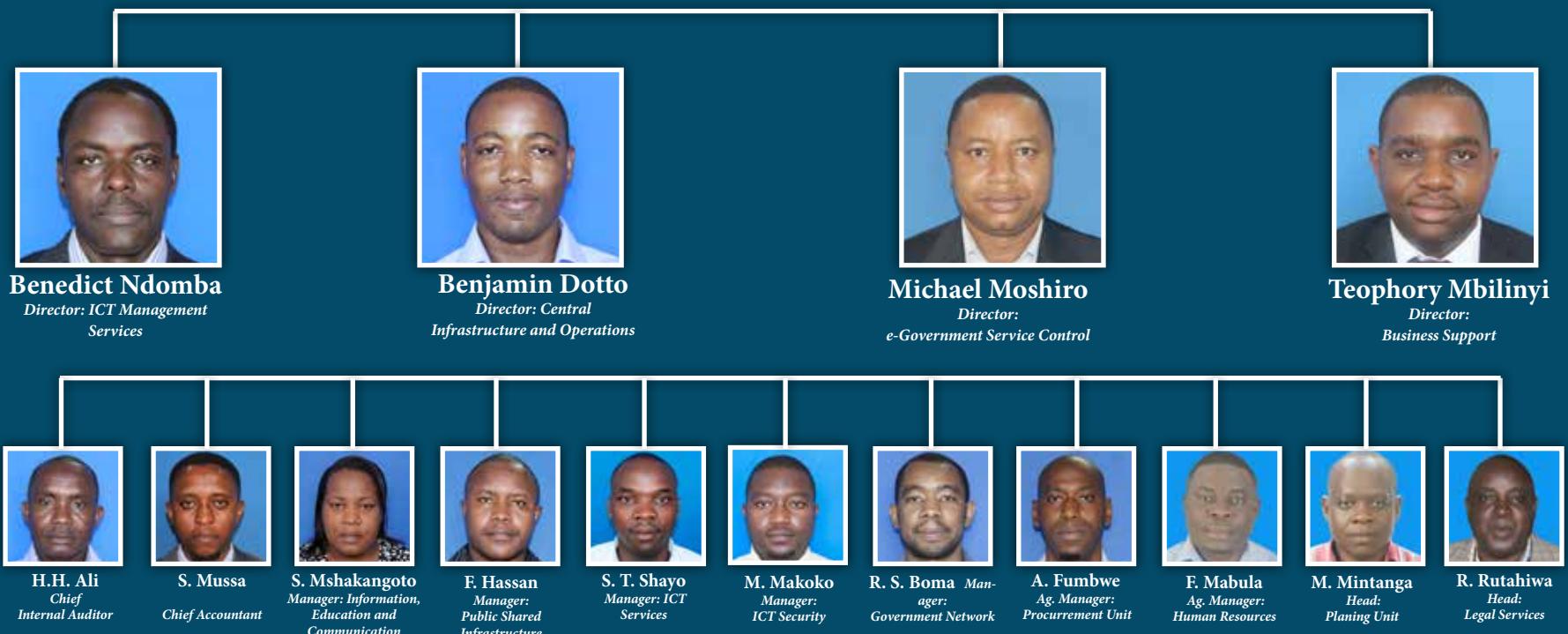
ii. Innovation: We maintain organizational culture that values originality, invention and creativity that nurtures these qualities through openness and reverence for innovation spirit.

iii. Customer centric: We are dedicated to help our external customers to achieve their business objectives by understanding their businesses and dependably deliver what they value most.

iv. Team Work: We are committed to common goals based on open and honest communication while showing concern and support for each other.

v. Collaboration: We work as engaged partners with all Public Institutions and other stakeholders to openly share information, knowledge and best practices with the realization that we are dependent on each other for e-Government success.

Management

Dr. Jabiri K. Bakari
The Chief Executive Officer

Benedict Ndomba
Director: ICT Management Services

Benjamin Dotto
Director: Central Infrastructure and Operations

Michael Moshiro
Director: e-Government Service Control

Teophory Mbilinyi
Director: Business Support

H.H. Ali
Chief Internal Auditor

S. Mussa
Chief Accountant

S. Mshakangoto
Manager: Information, Education and Communication

F. Hassan
Manager: Public Shared Infrastructure

S. T. Shayo
Manager: ICT Services

M. Makoko
Manager: ICT Security

R. S. Boma *Manager: Government Network*

A. Fumbwe
Ag. Manager: Procurement Unit

F. Mabula
Ag. Manager: Human Resources

M. Mintanga
Head: Planing Unit

R. Rutahiwa
Head: Legal Services

Ministerial Advisory Board

This Board has the role of advising the Minister regarding the performance of eGA.

The Board has six members with the CEO as the Secretary.

Prof. Joseph Semboja

Chairman
(Chief Executive Officer,
Uongozi Institute)

Mr. Priscus Kiwango

Member
(Director of ICT Services, President's
Office, Public Service Management)

Mr. Mohammed Pawaga

Member
(Director of Administration and Human
Resources Management, TAMISEMI

Prof. Evelyne Isaac Mbede

Member
(Director, ICT, Ministry of
Communication, Science and
Technology)

CP Albert Nyamhanga

Member
(Commissioner, Finance and
Logistics - Tanzania Police Force)

Eng. Peter Ulanga

Member
(Chief Executive Officer, Universal
Communcation Access Fund)

Dr. Jabiri K. Bakari

Secretary
(Chief Executive Officer,
e-Government Agency)
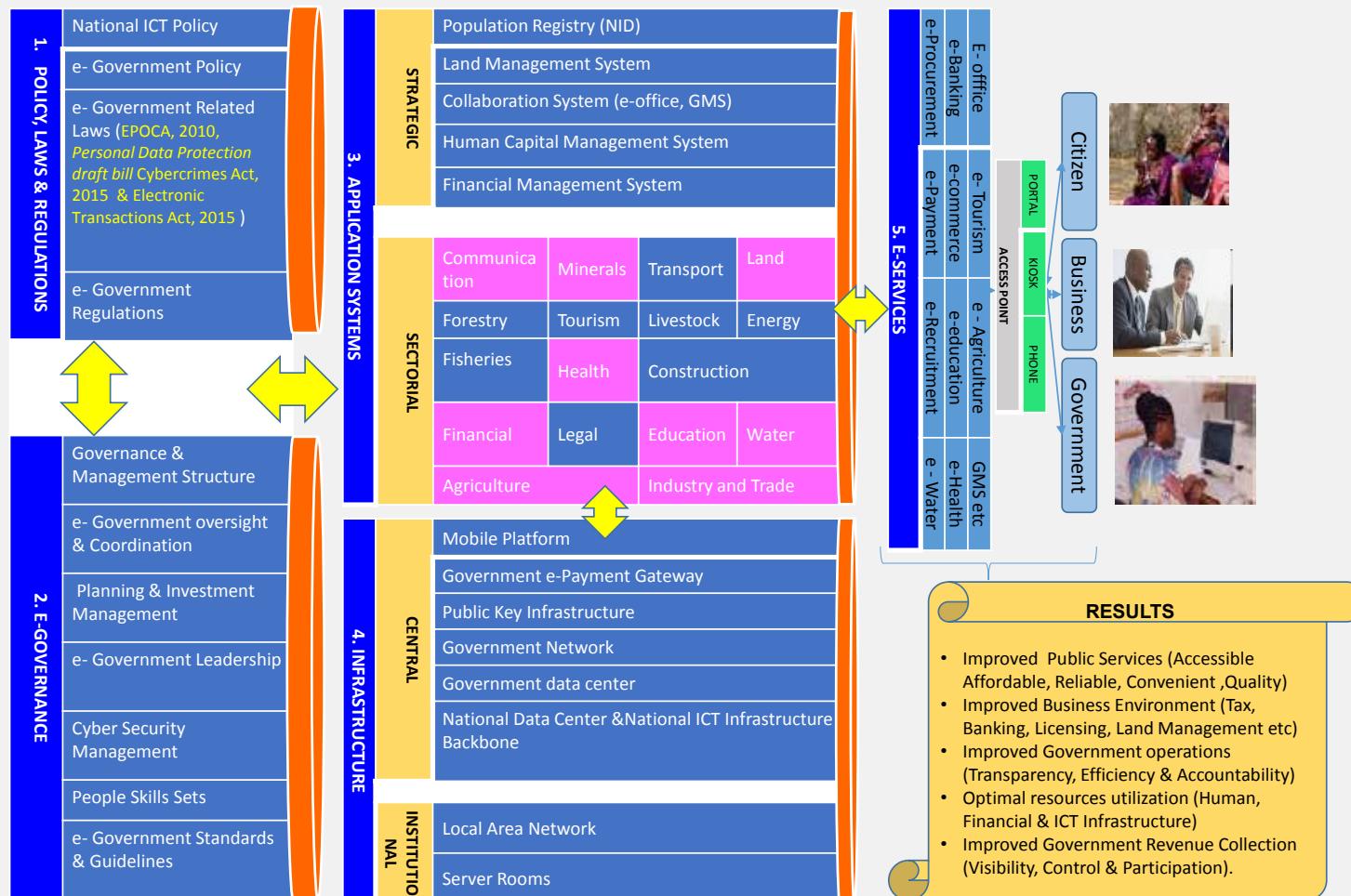
e-Goverment Concept
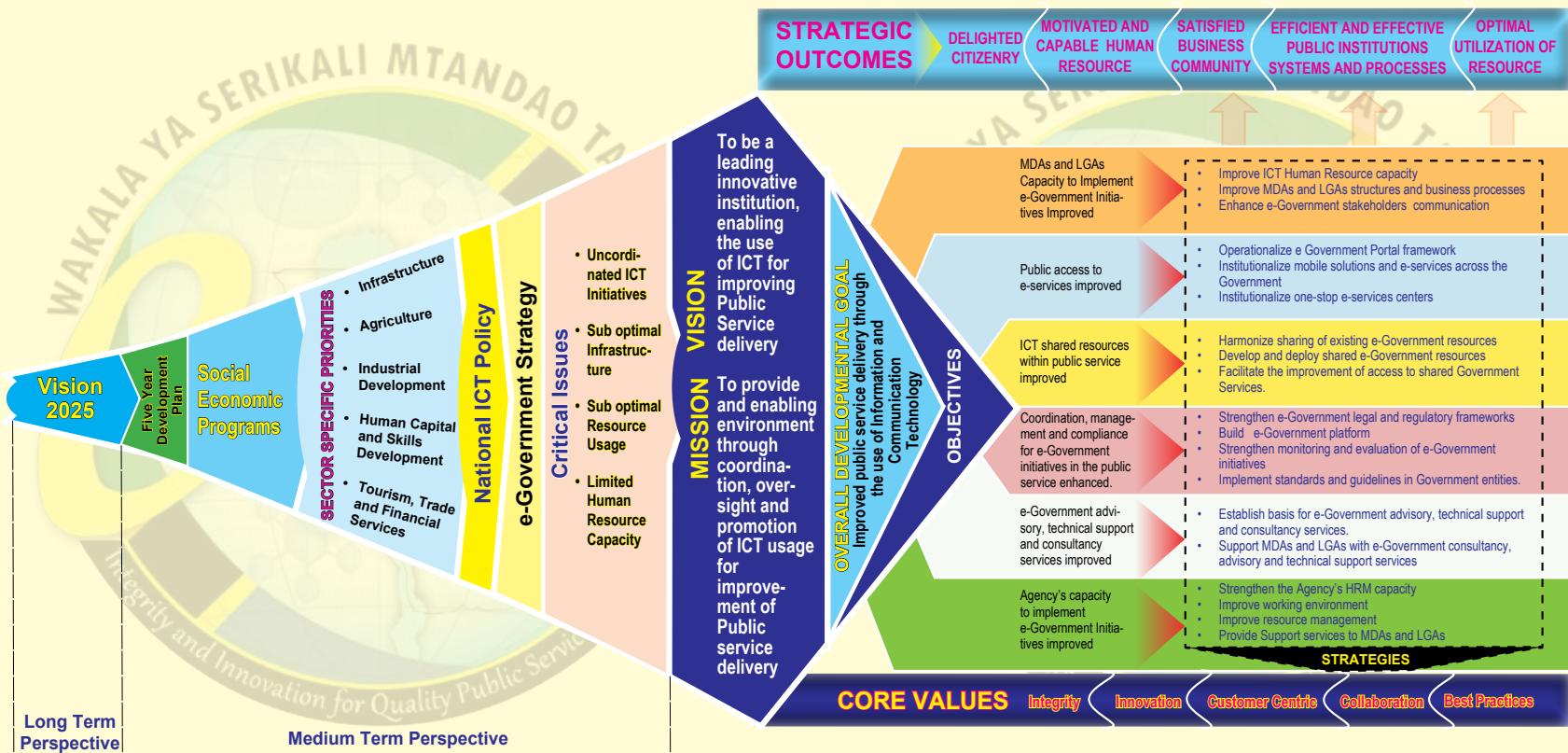
e-Government is the use of ICT to enhance delivery of Government services in terms of quality, availability, accessibility and innovation of new services. The use of ICT is an efficient way of conducting transactions between the Government and its citizens, business communities as well as within the public administration. The effective implementation of e-government depends on the four major building blocks: e-government Policy, Laws & Regulations, proper governance, Infrastructures and Systems.

MAJOR BUILDING BLOCKS FOR e-GOVERNMENT IMPLEMENTATION

© e-Government Agency 2015

1. POLICY, LAWS & REGULATIONS

- National ICT Policy
- e- Government Policy
- e- Government Related Laws (EPOCA, 2010, *Personal Data Protection draft bill* Cybercrimes Act, 2015 & Electronic Transactions Act, 2015)
- e- Government Regulations

2. E-GOVERNANCE

- Governance & Management Structure
- e- Government oversight & Coordination
- Planning & Investment Management
- e- Government Leadership
- Cyber Security Management
- People Skills Sets
- e- Government Standards & Guidelines

3. APPLICATION SYSTEMS

STRATEGIC
- Population Registry (NID)
- Land Management System
- Collaboration System (e-office, GMS)
- Human Capital Management System
- Financial Management System

SECTORIAL

Communication	Minerals	Transport	Land
Forestry	Tourism	Livestock	Energy
Fisheries	Health	Construction	
Financial	Legal	Education	Water
Agriculture		Industry and Trade	

4. INFRASTRUCTURE

CENTRAL
- Mobile Platform
- Government e-Payment Gateway
- Public Key Infrastructure
- Government Network
- Government data center
- National Data Center &National ICT Infrastructure Backbone

INSTITUTIONAL
- Local Area Network
- Server Rooms

5. E-SERVICES

- e-Procurement
- e-Banking
- E- offfice
- E- Tourism
- e-commerce
- e-education
- e - Agriculture
- e-Payment
- e-Recruitment
- GMS etc
- e-Health
- e - Water

ACCESS POINT: PORTAL, KIOSK, PHONE

- Citizen
- Business
- Government

RESULTS

- Improved Public Services (Accessible Affordable, Reliable, Convenient ,Quality)
- Improved Business Environment (Tax, Banking, Licensing, Land Management etc)
- Improved Government operations (Transparency, Efficiency & Accountability)
- Optimal resources utilization (Human, Financial & ICT Infrastructure)
- Improved Government Revenue Collection (Visibility, Control & Participation).

e-GOVERNMENT AGENCY (eGA) STRATEGIC PLAN MAPPING

STRATEGIC OUTCOMES

- DELIGHTED CITIZENRY
- MOTIVATED AND CAPABLE HUMAN RESOURCE
- SATISFIED BUSINESS COMMUNITY
- EFFICIENT AND EFFECTIVE PUBLIC INSTITUTIONS SYSTEMS AND PROCESSES
- OPTIMAL UTILIZATION OF RESOURCE

VISION

To be a leading innovative institution, enabling the use of ICT for improving Public Service delivery

MISSION

To provide and enabling environment through coordination, oversight and promotion of ICT usage for improvement of Public service delivery

OVERALL DEVELOPMENTAL GOAL

Improved public service delivery through the use of Information and Communication Technology

Vision 2025

Five Year Development Plan

Social Economic Programs

SECTOR SPECIFIC PRIORITIES
- Infrastructure
- Agriculture
- Industrial Development
- Human Capital and Skills Development
- Tourism, Trade and Financial Services

National ICT Policy

e-Government Strategy

Critical Issues
- Uncordinated ICT Initiatives
- Sub optimal Infrastructure
- Sub optimal Resource Usage
- Limited Human Resource Capacity

OBJECTIVES

Objective	Strategies
MDAs and LGAs Capacity to Implement e-Government Initiatives Improved	• Improve ICT Human Resource capacity • Improve MDAs and LGAs structures and business processes • Enhance e-Government stakeholders communication
Public access to e-services improved	• Operationalize e Government Portal framework • Institutionalize mobile solutions and e-services across the Government • Institutionalize one-stop e-services centers
ICT shared resources within public service improved	• Harmonize sharing of existing e-Government resources • Develop and deploy shared e-Government resources • Facilitate the improvement of access to shared Government Services.
Coordination, management and compliance for e-Government initiatives in the public service enhanced.	• Strengthen e-Government legal and regulatory frameworks • Build e-Government platform • Strengthen monitoring and evaluation of e-Government initiatives • Implement standards and guidelines in Government entities.
e-Government advisory, technical support and consultancy services improved	• Establish basis for e-Government advisory, technical support and consultancy services. • Support MDAs and LGAs with e-Government consultancy, advisory and technical support services
Agency's capacity to implement e-Government Initiatives improved	• Strengthen the Agency's HRM capacity • Improve working environment • Improve resource management • Provide Support services to MDAs and LGAs

STRATEGIES

CORE VALUES — Integrity — Innovation — Customer Centric — Collaboration — Best Practices

Long Term Perspective

Medium Term Perspective

eGA Performance 2012/13-2016/17

In five years of coordinating, overseeing and promoting ICT usage in Public Services, the Agency has achieved tremendous success in accomplishing its strategic objectives: the capacity of Public Institutions for implementing e-government initiatives has been improved, ICT shared resources in Public Institutions availed and shared ; the available e- services are improved and easily accessible; e-government standards and guidelines in service delivery are developed and complied with; professional consultancy and technical assistance related to e-government implementation are provided and eGA capacity to implement e-government initiatives has been enhanced.
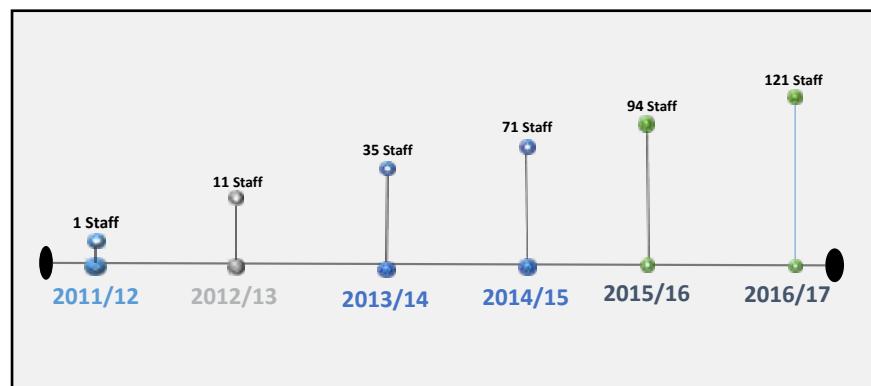
Agency's Capacity to Implement e-Government Initiatives

Agency's Capacity to implement e-Government Initiatives

The Agency started its operations in 2012 in a very dire situation since it had inadequate staff, no office space, and absence of internal systems, administrative and technical guidelines to lean on in implementing its activities. In order for the Agency to implement its mandate on implementing e-government initiatives effectively, the following have been done:

Recruitment of Staff

The Agency managed to recruit competent, talented, young and energetic human resource through Public Service Recruitment Secretariat. The recruitment of staff was implemented gradually in batches every year making a total staff headcount of one twenty one (121) employees.

1 Staff	11 Staff	35 Staff	71 Staff	94 Staff	121 Staff	
2011/12	**2012/13**	**2013/14**	**2014/15**	**2015/16**	**2016/17**	

Working Environment

In 2013, the Agency rented two floors for office accommodation at the TTCL Ex-telecoms Building to serve for a temporary accommodation for its operations. In November 2017, the Agency re-located to the Network Systems Centre at 8 Kivukoni Road, Utumishi House. As the Government relocates to Dodoma, the Agency opened a temporal office at the University of Dodoma to ease provision of its services to the Government. In addition, the Agency has acquired about 10,000 sqm plot for the construction of e-Government Research, Innovation and Development Centre in Dodoma.

Governance Structure

To enhance good governance and effective management of the Agency operations, the Agency established various committees such as Tender Board, Audit Committee, Staff Committee, ICT Steering Committee and Risk Management Committee. Other committees are ICT Security Governance Committee, Budget Committee, Integrity Committee, HIV/AIDS and Non-Communicable Diseases Committee and Staff Social Welfare Committee.

Wellness Programs

To ensure a healthy work place that values and enhances health and well-being of all employees, the Agency implemented workplace wellness programs. Some of initiatives for enhancing employee's health include facilitation of frequent staff health checks, sports activities and support to staff who have disclosed their HIV/AIDS and NCDs status.

Staff Training and Development

In this era where the ICT industry is facing unprecedented challenges of cybercrimes and other dynamics within the sector, the Agency continued to build competence and capacity of all its human resource to continue keeping the Government ICT infrastructure and systems updated, safe and secure through structured and non-structured learning and development programs.

Benefits at a Glance

- Improved implementation and control of e-government initiatives

- Minimized duplication in e-government initiatives

- Ensured full ownership and cost efficiency in development, installation and maintenance of Government systems and infrastructure through Government own initiatives.

Shared ICT Resources

Shared ICT Resources
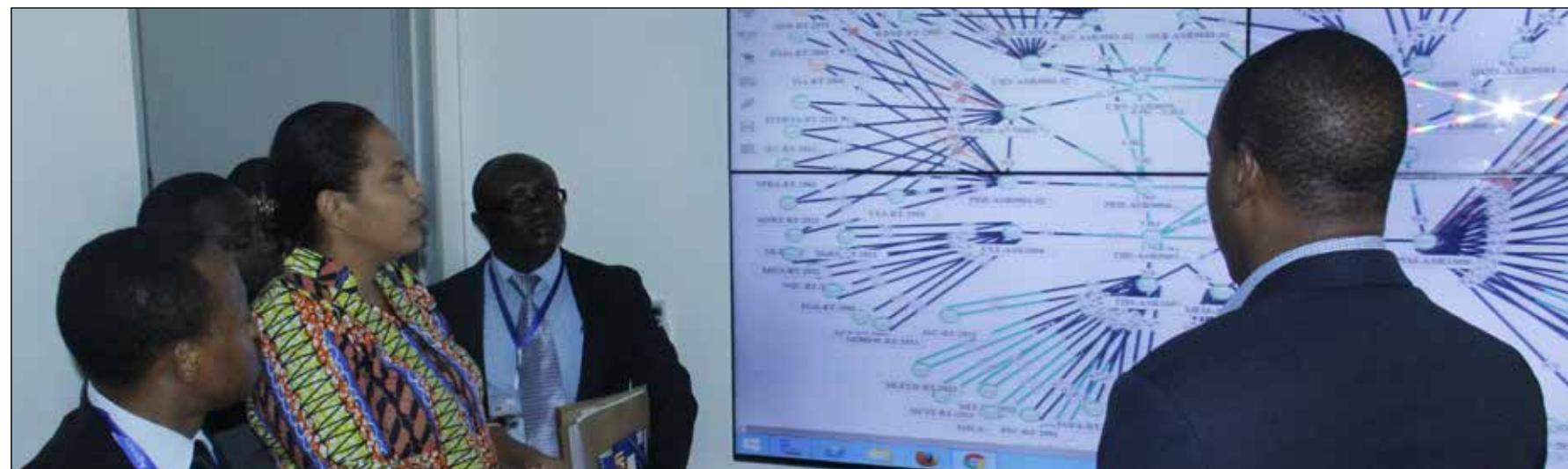
ICT resources in the Government were fragmented hence each Public Institution was planning and implementing its own initiatives. This culminated into adoption of varying e-Government standards amongst Public Institutions, duplication of efforts, lack of interoperability of the systems and high cost of ICT initiatives. The Agency established e-government operating environment that enabled Public Institutions to implement sustainable e-government initiatives in an effective, efficient and integrated manner by implementing e-government shared infrastructure (Government Communication Network - GovNet, Government Data Center - GDC, Government Mobile Platform – mGov) and shared systems (Government Mailing System - GMS, Government e-Office System - GeOS). In addition, the Agency provided technical assistance and advisory in the development and implementation of shared systems such as Business Portal, e-procurement and maintenance/operations of existing shared systems.

Government Communication Network (GovNet)

The Agency established a secure and affordable shared network communication across the Government, whereby 72 MDAs and 77 LGAs are connected to the network. Some MDAs such as Vice President's Office, Prime Minister's Office, Ministry of Works, Communication and Transport, Ministry of Health, Ministry of Foreign Affairs and East Africa Community, Ministry of Industry, Trade and Investment, Ministry of Home Affairs that have already shifted to Dodoma are connected to GovNet. The 77 LGAs are across 20 Regions and within each region the connected sites are the Regional Hospital, the Regional Secretariat Office, The District Council and the Municipal or City Council. In addition, Network Operating Center (NOC) was established for 24/7 centralized network monitoring, problems reporting and incident response. GovNet and Tanzania Internet Exchange (TIX) have a direct connection of 1Gbps link with average utilization of 0.85Gbps which improve local service availability to local service providers by keeping local contents local within the country.
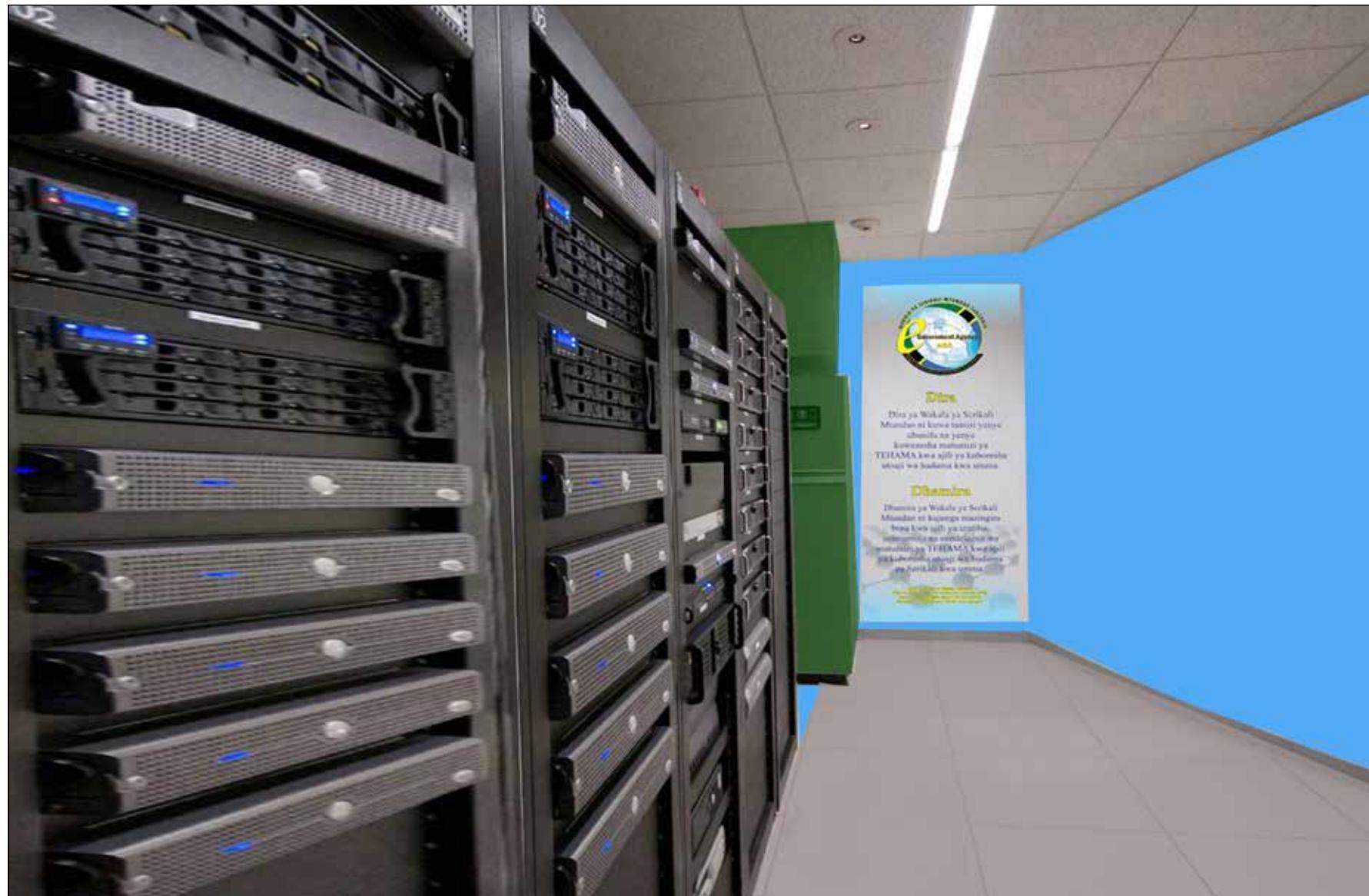
Director of Central Infrastructure and Operations Mr. Benjamin Dotto elaborating a point to the Minister of State, Public Service Management and Good Governance, Hon. Angellah Jasmine Kairuki on Government Communication Network during an official visit at eGA premises.

Government Data Centre (GDC)

The Government established state of the art data centres to enhance information systems hosting environment that enable sharing of ICT resources among Public Institutions. The data centres provide hosting services as primary and disaster recovery for virtual, websites, applications, co-location and domain registration and hosting.
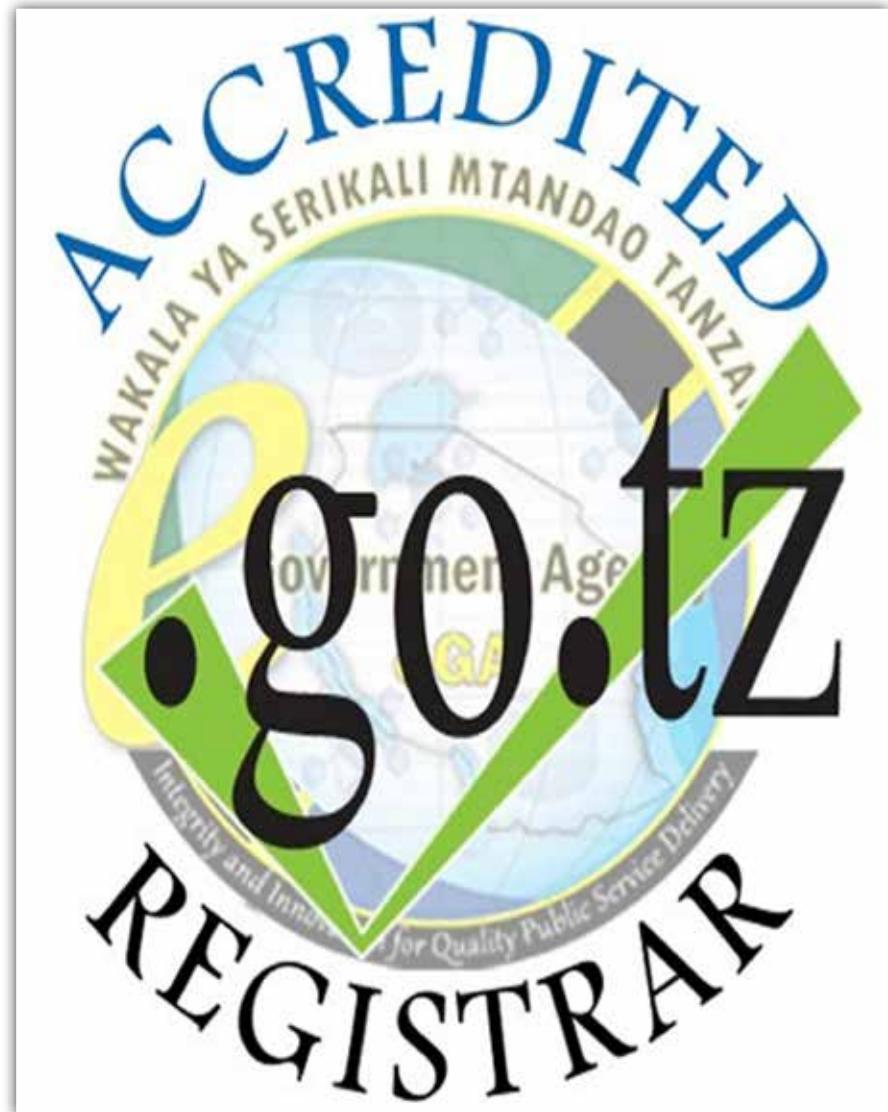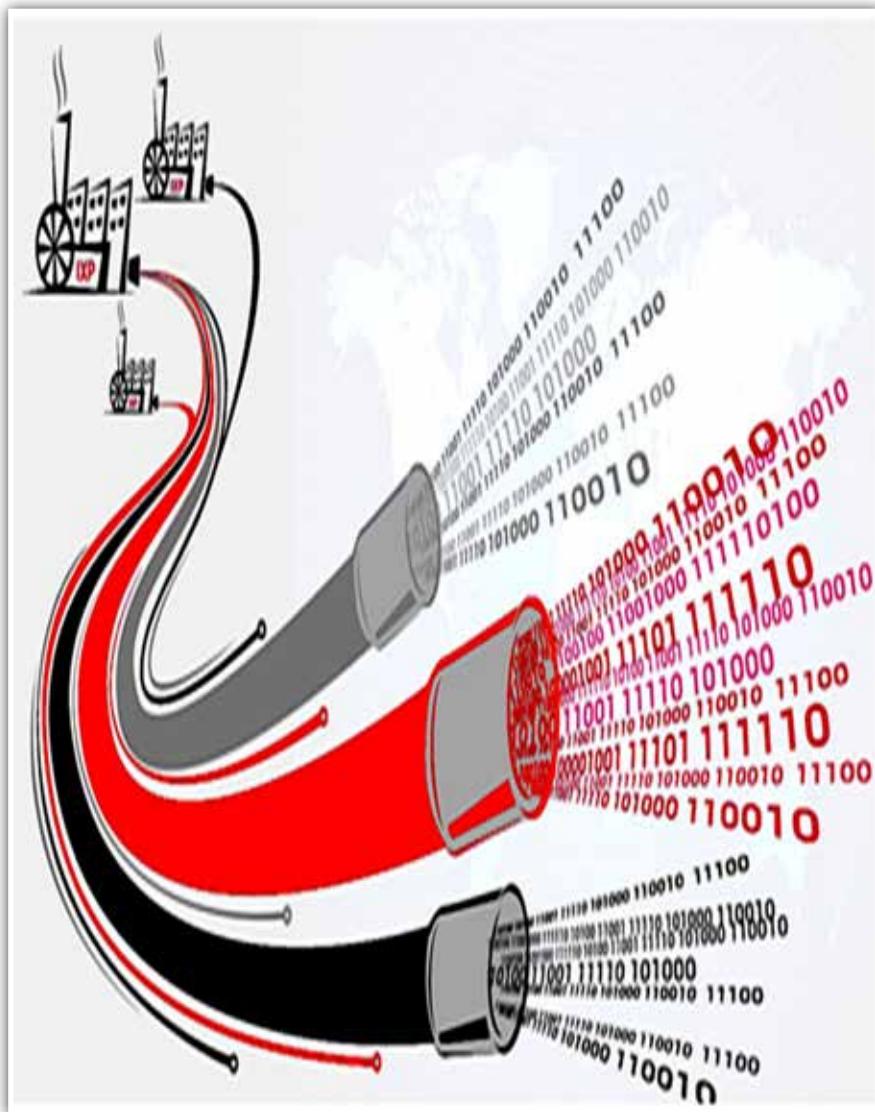
Government Bandwidth Management Platform

The Government has procured an Indefeasible Right of Use (IRU) of 1.55 Gbps of International bandwidth delivered to the Government via redundant Upstream Service Providers namely SEACOM and EASY using submarine Fibre cable for ten years from 2012. To date, the Agency as bandwidth administrator, has received, processed, and approved allocations to 182 Public Institutions including Public Hospitals, Schools and Universities. The agency is accredited as a domain name registrar of .go.tz

Government Mobile Platform (mGov)

Government Mobile Platform (mGov) http://mgov.ega.go.tz was developed in 2015 asone stop center for all Government mobile services. mGOV offers services via SMS both Push SMS (Government to Citizens SMS service) and Pull SMS (Citizens to Government SMS). It also offers Menu Based Services (USSD application) and Mobile Application (Android and IOS). mGov is connected to major mobile operators in Tanzania via a shared SMS short code 15200 and USSD short code *152*00#. In collaboration with the Tanzania Communications Regulatory Authority (TCRA) the Agency allocates short code service numbers from the Reserved Government Block to ensure mobile services from Public Institutions are available through *152*00# to 152*99#. A total of 117 Public Institutions using and more than 15 million transaction have been made.

Government Mailing System (GMS)

The Agency designed, developed and operationalized the Government Mailing System (GMS) after a survey of silos mailing systems in Public Institutions revealing the existence of common problems of scattered, unsecured and unreliable e-mail communication. To date a total of 359 Public Institutions including Embassies are using the Government Mailing System.
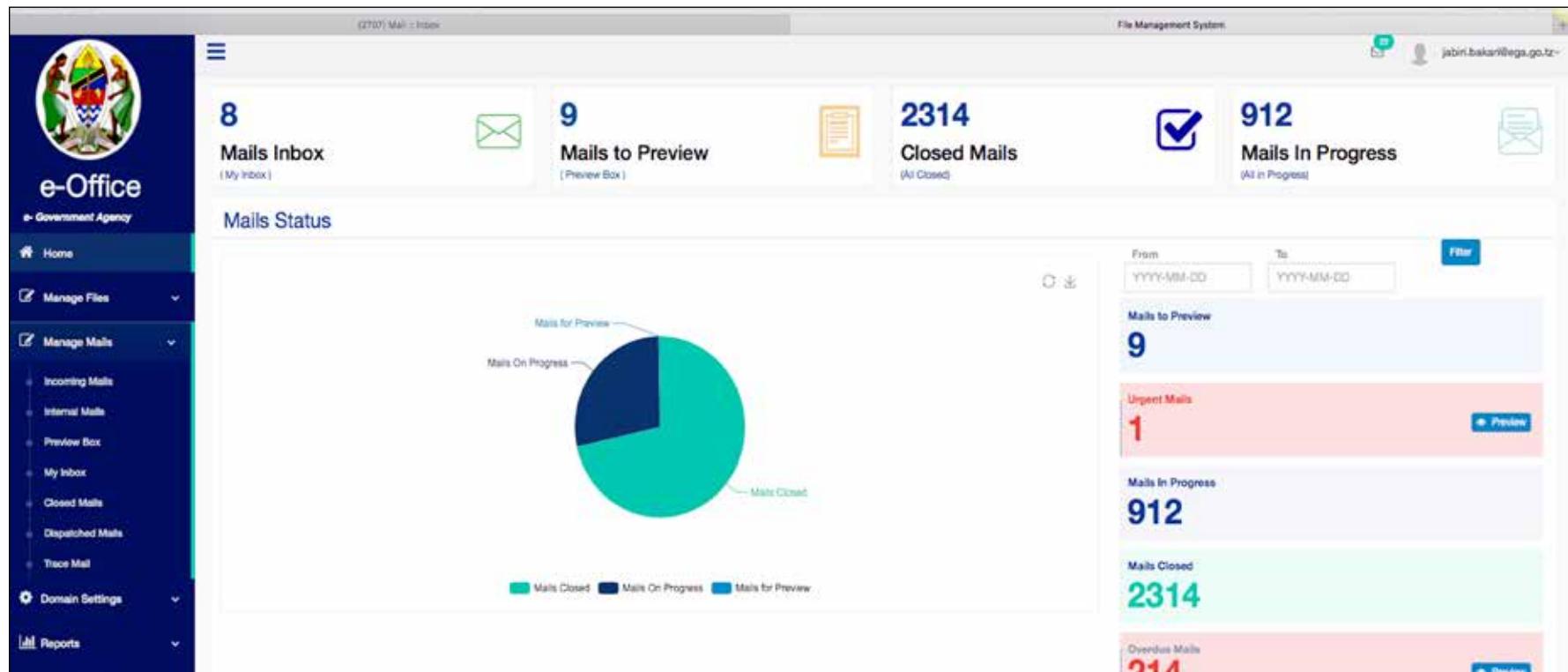
Government e-Office System (GeOS)

Government e-Office System (GeOS) was developed to facilitate day to day Government administrative process involving movement of files and documents within and amongst Public Institutions. It is accessible through https://eoffice.gov.go.tz in all Public Institutions connected to the Government Communication Network (GOVNET) using official Government email Address. A total of 28 Public Institutions have been connected and are using the system.

Benefits at a Glance

- Enhanced effective utilization of Government ICT resources.
- Enabled interoperability of Public Institutions systems.
- Increased visibility, reliability, convenience and efficiency in Government revenue collection.
- Increased the use of e-services delivered by Public Institutions and enabling 50-90% cost savings on bandwidth, communication, system development and maintenance.
- Enhanced control and reliability of Government information and systems.

Advisory, Technical Support and Consultancy Services

Advisory, Technical Support and Consultancy Services

Due to the increasing demand of proper ICT usage in the public domain propelled by technological development that increased the volume, speed and reliability of interactions among different Public Institutions (G2G), Government and Citizens (G2C), Government and Employees (G2E) and Government and Business (G2B), the Government had to depend on third parties on ICT technical support, advisory and consultancy services thus incurring high costs and lacked Government control. During the five years of operation, the Agency provided advisory services to 299 Public Institutions and 2947 technical support services in areas of ICT Systems Review, Security Assessment, Development of Disaster Recovery Plan, and Development of ICT strategy, Development of ICT Policy, Development of Enterprise Architecture and ICT Project Review.
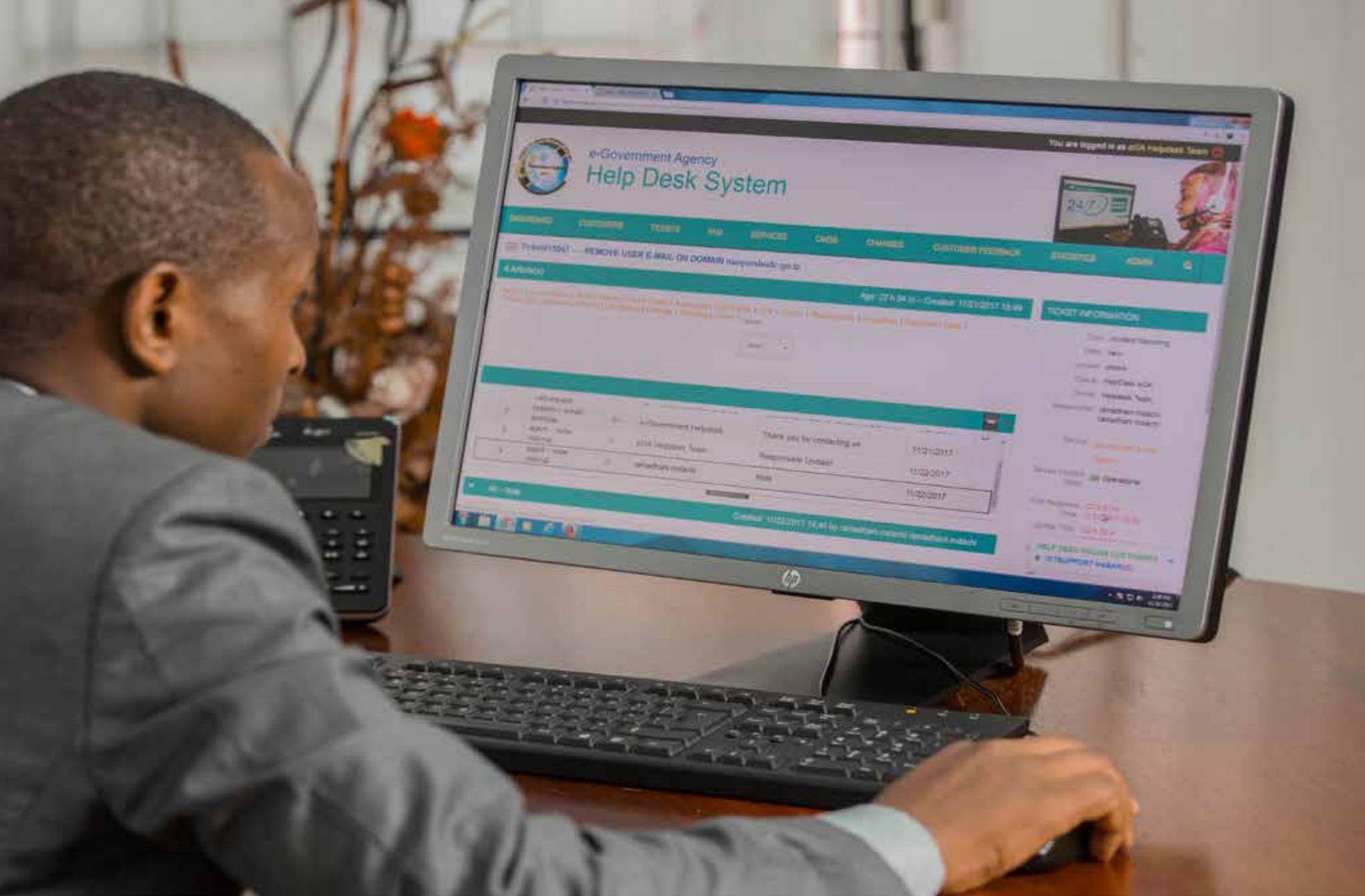
Former Acting Director of Business Support Services, Mr. Lembris Laanyuni analyzing the required skills set for optimal resource utilization in offering e-government technical support and consultancy services in 2016.

Benefits at a Glance

- Improved e-government planning and implementation,
- Minimized duplication of efforts in various e-government initiatives
- Improved sustainability of e-government initiatives.
- Improved service delivery
- Minimized costs of development, management and maintenance of ICT systems and infrastructure.
- Enhanced Government ownership and control of e-government initiatives
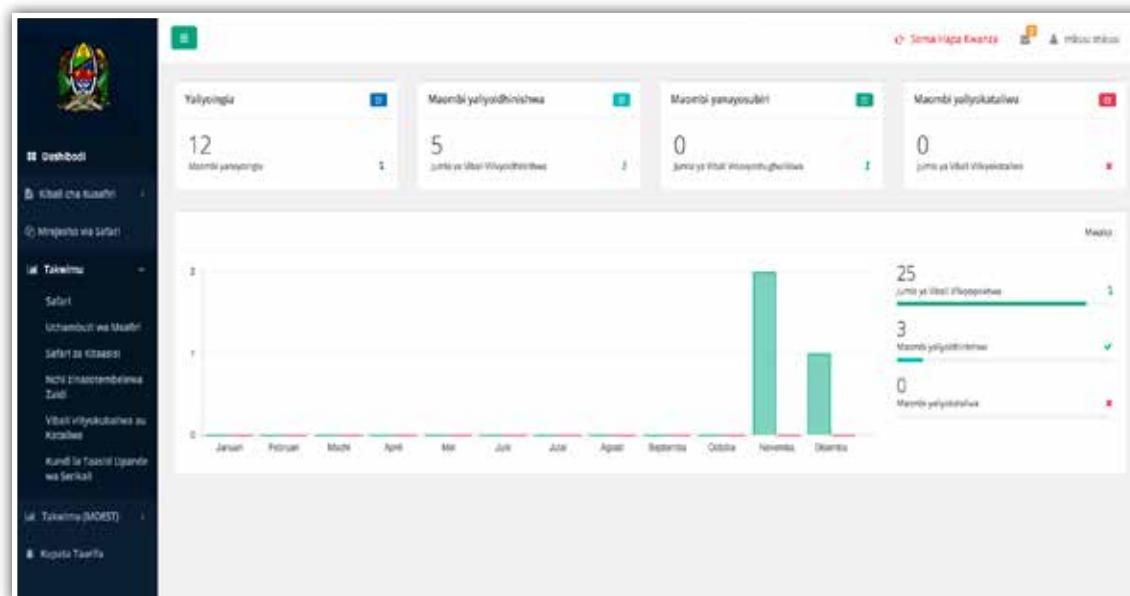
Technical Support

In perfecting its services, the Agency has developed and implemented a Helpdesk System for client services to facilitate provision of technical assistance to Public Institutions. The system is available 24/7/365. To date, 2787 issues have been attended to. The system is accessible via http://helpdesk.ega.go.tz, e-mail: egov.helpdesk@ega.g.tz and through phone number +255 764 292 299 and +255 763 292 299.

Examples of Technical Support in Designing and Developing ICT Systems

Government e-Payment Gateway (GePG)

The Agency has provided technical support to the Ministry of Finance and Planning in designing and developing the shared Government e-Payment Gateway System (GePG) to improve visibility, control and participation in Government revenue collection. By December, 2017 the system has connected 7 payment service providers: 3 major banks (NMB, NBC and CRDB) and 4 Mobile financial systems (Tigopesa, Halopesa, Mpesa and Airtel Money) and more than 16 Public Institutions including Tanzania Tree Seed Agency, Ministry of Livestock and Fisheries-Livestock, Registration Insolvency and Trusteeship Agency, Ministry of Industry, Trade and Investment, Ministry of Energy, Ministry of Minerals, Higher Education Students Loans Board, Immigration Services Department, University Computing Center - Mfumo wa Udahili, GoTHoMIS - Mwananyamala Regional Referral Hospital, Tanzania Revenue Authority, Tanzania Electric Supply Company Limited, Business Registrations and Licensing Agency, Ministry of Industry, Trade and Investment, Prime Minister's Office - Labour, Youth, Employment and Persons with Disability and Tanzania Police Force.

e-Vibali System (e-Vibali)

The Agency developed e-Vibali http://safari.gov.go.tz in 2016 as a shared system to facilitate administration of travel permits for public servants travelling outside the country.

Government Real Estate Management System (GRMS)

The Agency has provided technical support to Tanzania Building Agency to design and develop Government Real Estate Management System (GRMS) http://grms.tba.go.tz in 2015 for managing the real estate of TBA.

Corruption Reporting System

The Agency has provided technical support to Prevention and Combating of Corruption Bureau (PCCB) to design and develop Corruption Reporting System in 2016 to enable the general public to report corruption acts using phone calls and short messages through 113.

Access to e-Services

Access to e-Services

The available channels for e-service delivery to the Public before 2012 were different Government websites delivering mostly information to the Public. Only few Public Institutions had websites with contents not regularly updated, managed by third parties and difficult to access. In the five years period, the Agency has developed and improved key infrastructure and systems for facilitating the provision of e-services across the public service. Some of the initiatives in this area include:

Revamping and redesigning the Government Website to Government Portal

In 2012, the Agency overhauled the Government website into a portal (www.tanzania.go.tz) that is a one stop centre for providing access to information and e-services from Public Institutions. The content of this portal is available in English and Kiswahili and is divided into seven sections: Government, Citizens, Our Nation, Business, Foreign Affairs, Advertising and 'How Do I'. The portal is managed by the Ministry of Information, Culture, Arts and Sports. According to Google analytics of December 2017, visitors from 172 countries visited the portal on various contents especially the Directory, Documents, Forms and 'How Do I' sections. Through mobile and online service sections of the portal one can access e-services offered by Public Institutions.

Websites for Public Institutions

The Agency designed and developed 411 websites: 200 for Ministries, Independent Departments and Agencies, 26 for Regional Administration and 185 for Local Government Authorities to facilitate the provision and accessibility of information and e-services to the public. Each website's content is managed by its respective institution.

Recruitment Portal (http://portal.ajira.go.tz)

The Recruitment Portal was designed and developed in 2013 by the Agency and managed by the President's Office, Public Service Recruitment Secretariat. It is a system for facilitating some of the recruitment processes that were being handled manually which were tedious and prone to error. As of December 2017, the Portal had 221,081 registered users of which 164,513 are active and 56,568 are inactive with a total of 427,428 job applications. The subscriptions in the portal are made via web and mobile.

Parliamentary Online Information System - POLIS

The Agency revamped Parliamentary Online Information System (http://parliament.go.tz/polis/) in 2015. The system contains information on Parliament such as Bills, Acts, Speeches, Hansard of various parliamentary sessions and data on members of parliament and their constituencies. The system is managed by the office of the National Assembly.

Government Mobile Services

The Agency has facilitated Public Institutions to offer e-services through mobile technology by providing them with SMS and/or USSD Short codes, like facilitating payment of various services such as driving license and traffic fines; NHIF beneficiary verifications and PCCB corruption acts reporting.

Live Streaming

Live Streaming enables live coverage of important Government events over the internet depending on the events. Among institutions that have used the system are The State House, Office of the National Assembly and the National Electoral Commission. The stream is visible using computers and smartphones. The service is also delivered in conjunction with the Tanzania Broadcasting Corporation (TBC) for conventional media consumers.

Benefits at a Glance

- Availability of one stop centre for Government e-services and information.
- Increased efficiency and effectiveness in public service delivery.
- Services and information are readily and conveniently available in a cost effective manner.
- Enhanced transparency in Government processes to ensure visibility of Government activities, equal opportunity and prevent unethical practices.
- Enhanced information sharing between the Government and citizen.
- Empowering citizen to make informed decisions.
- UN e-Government Development Index has gone up from 139 in 2012 to 130 in 2016.

Coordination, Management and Compliance with e-Government Initiatives in the Public Service
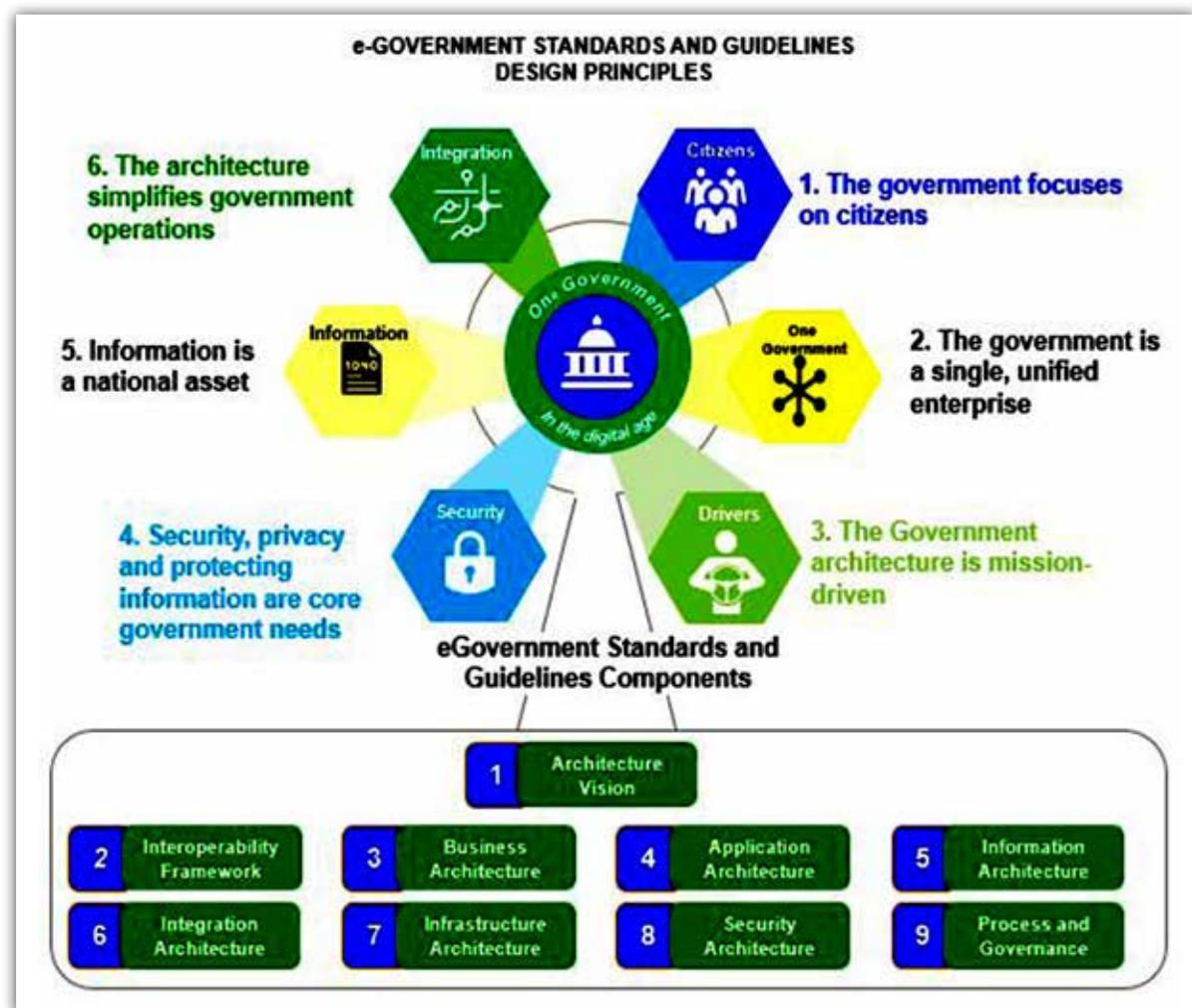
Coordination, Management and Compliance with e-Government Initiatives in the Public Service
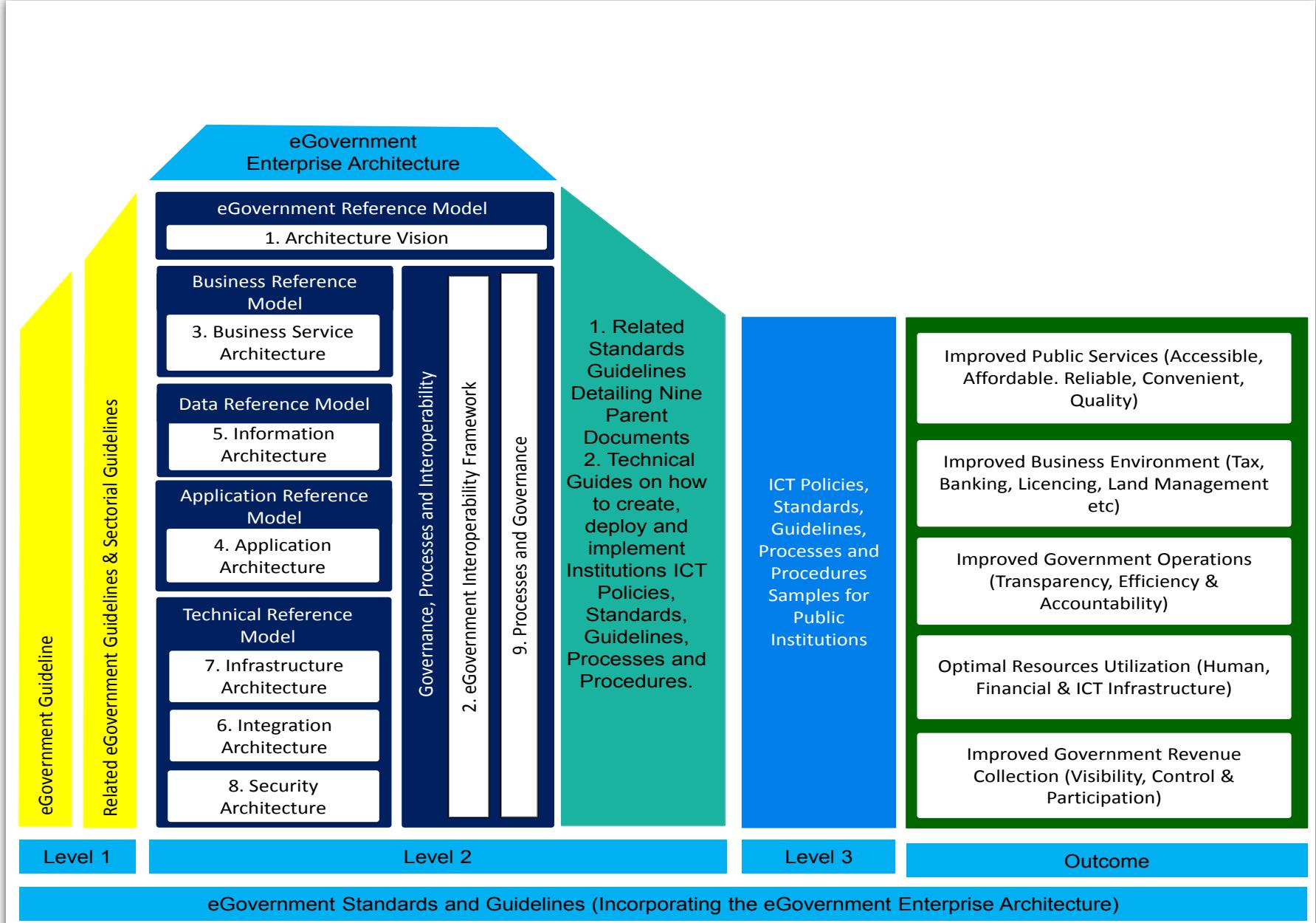
e-Government implementation depends on the existence of related policy, laws, regulations, guidelines and standards. Initially, there were ICT Policy of 2003, 'Waraka wa Utumishi Na.5 wa mwaka 2009 kuhusu Matumizi Bora na Salama ya Vifaa na Mifumo ya TEHAMA', 'Waraka wa Utumishi Na.6 wa mwaka 2009 kuhusu Utunzaji na Uteketezaji wa Taarifa zilizo kwenye Mfumo wa Elektroniki', Electronic and Postal Communications Act, 2010 and 'Mwongozo wa Matumizi Bora, Sahihi na Salama ya Vifaa na Mifumo ya TEHAMA Serikalini, 2012' which were not enough to guide implementation of e-Government initiatives. This resulted into fragmented e-goverment initiatives with different standards and guidelines.

The Government has conducted various interventions to spearhead e-government implementation including reviewing the ICT Policy in 2016 and enacting the Electronic Transaction Act, 2014 and Cybercrimes Act, 2015. Recently, the President's Office, Public Service Management and Good Governance in collaboration with the Agency, developed e-Government Standards and Guidelines that are available on www.ega.go.tz for Public Institutions to use in designing, developing and maintaining ICT systems and infrastructure according to their business needs. The Standards, Guidelines and Procedures have been categorized into nine (9) e-government standards and guidelines components namely:- Architecture Vision, Interoperability Framework, Business Architecture, Application Architecture, Information Architecture, Integration Architecture, Infrastructure Architecture,

Security Architecture and Process and Governance. The Agency is overseeing the compliance of the e-government Standards, Guidelines and Procedures.

In overseeing the compliance, the Agency among other things, developed and deployed the Government ICT Projects Portfolio (GIP) https://gip.ega.go.tz in 2015 to manage Government ICT projects undertaken by Public Institutions.

eGovernment Enterprise Architecture

eGovernment Reference Model

1. Architecture Vision

Business Reference Model

3. Business Service Architecture

Data Reference Model

5. Information Architecture

Application Reference Model

4. Application Architecture

Technical Reference Model

7. Infrastructure Architecture

6. Integration Architecture

8. Security Architecture

Governance, Processes and Interoperability

2. eGovernment Interoperability Framework

9. Processes and Governance

1. Related Standards Guidelines Detailing Nine Parent Documents
2. Technical Guides on how to create, deploy and implement Institutions ICT Policies, Standards, Guidelines, Processes and Procedures.

ICT Policies, Standards, Guidelines, Processes and Procedures Samples for Public Institutions

eGovernment Guideline

Related eGovernment Guidelines & Sectorial Guidelines

Improved Public Services (Accessible, Affordable. Reliable, Convenient, Quality)

Improved Business Environment (Tax, Banking, Licencing, Land Management etc)

Improved Government Operations (Transparency, Efficiency & Accountability)

Optimal Resources Utilization (Human, Financial & ICT Infrastructure)

Improved Government Revenue Collection (Visibility, Control & Participation)

Level 1	Level 2	Level 3	Outcome

eGovernment Standards and Guidelines (Incorporating the eGovernment Enterprise Architecture)

Benefits at a Glance

- Enhanced the coordination of various e-government initiatives through increased adherence to e-Government Standards, Guidelines and Procedures
- Increased efficient utilization of existing shared resources
- Facilitated interoperability of Government ICT systems
- Enhanced control of Government ICT systems
- Improved public service delivery (accessible, affordable and simplicity)

- Improved business environment (Tax, banking, licensing and land management)
- Improved Government operations (Transparency, efficiency and accountability)
- Improved visibility and control of Government revenue collection
- Minimized duplication of efforts in various e-government initiatives
- Enhanced sustainability of e-government initiatives

Capacity of Public Institutions to Implement e-Government Initiatives

ICT officers from various Ministries, Departments and Agencies on training held at eGA premises.

Capacity of Public Institutions to Implement e-Government Initiatives

When the Agency started operations in 2012, only few Public Institutions had appropriate ICT governance structure and required ICT skill sets to acquire and implement e-government initiatives.
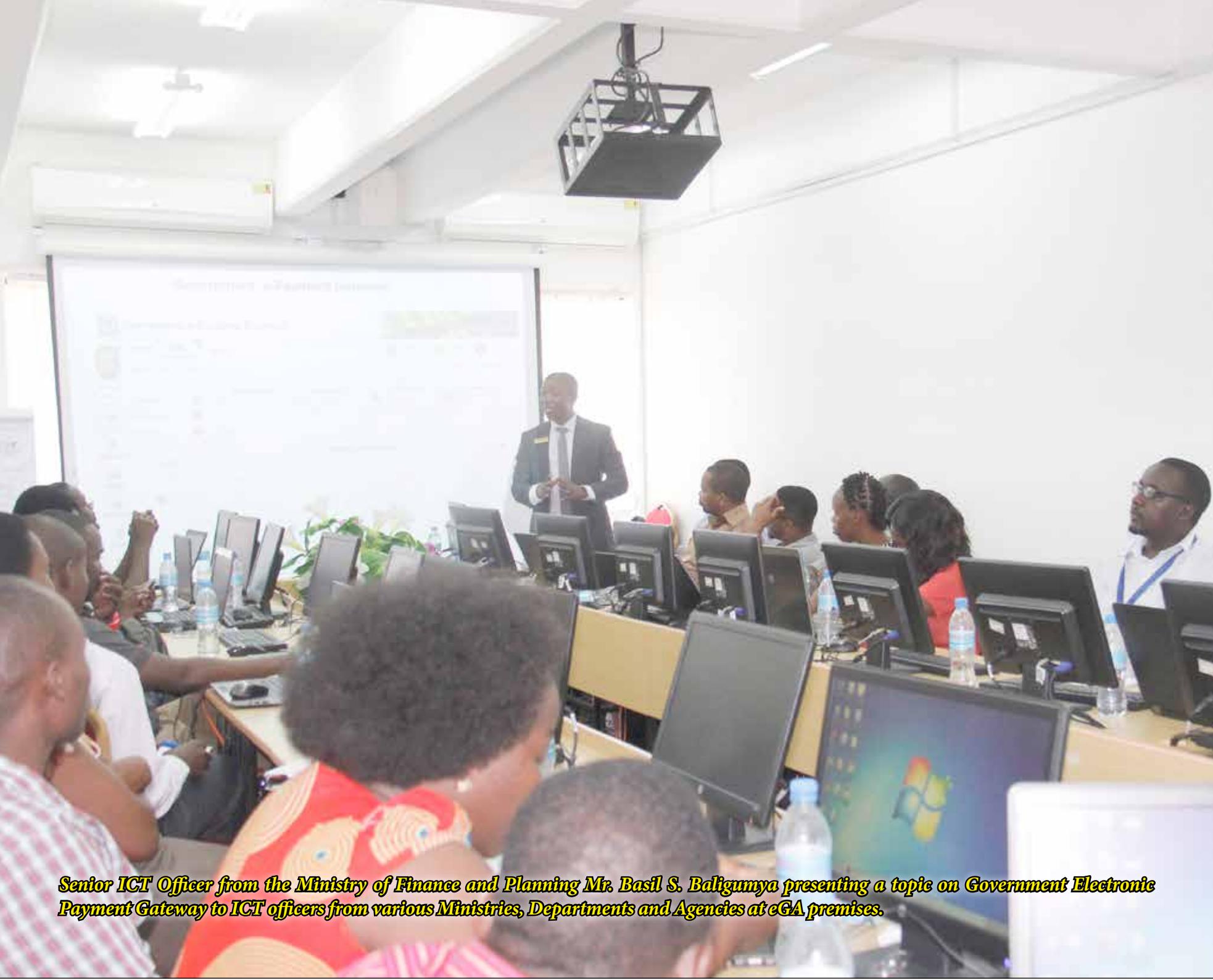
Currently, the Government through the President's Office, Public Service Management and Good Governance is in the final stage of approving ICT Governance Structure in Public Service. Similarly, in 2014 the Government reviewed the ICT cadre Scheme of Service in order to position and remunerate appropriately. In addition, the Agency offered various e-government training programmes including network management – 240 institutions, Government Mailing System – 359 institutions, delivery of public e-services -76 institutions and website management - 411 institutions.

Benefits at a Glance
- Improved e-service delivery to the public
- Reduced costs of managing and maintenance of e-government initiatives in Public Institutions
- Improved control of e-government initiatives
- Improved decision making related to implementation of e-government initiatives

Senior ICT Officer from the Ministry of Finance and Planning Mr. Basil S. Baligumya presenting a topic on Government Electronic Payment Gateway to ICT officers from various Ministries, Departments and Agencies at eGA premises.

Collaboration with e-Government Stakeholders

Collaboration with e-Government Stakeholders

e-Government implementation necessitates the Agency to cultivate strong and sustained collaboration with all stakeholders including Public Institutions, Private Sector, Higher Learning Institutions, Development Partners and the general Public. To establish this relationship, the Agency has been implementing the following:

Higher Learning and Research Institutions

The Agency signed Memorandums of Understanding with some Higher Learning Institutions to collaborate in building the capacity of government ICT human resources and to do research that will advance the e-government initiatives. The institutions include University of Dodoma, Open University of Tanzania, College of ICT of the University of Dar es Salaam and the Nelson Mandela Arusha Institute of Science and Technology (NM-AIST).

Foreign Institutions

The Agency has signed a memorandum of understanding with the Science Department in the Indian Ministry of Communication and Science through which it has been able to offer various ICT training to abreast Agency staff and exchange experiences of e-government implementation.

Private Sector

The Private Sector is a valuable partner in e-Government implementation. During the period, the Private Sector was engaged in developing some of the applications, implementing ICT Infrastructure and building capacity.

Development Partners

The Agency continued cooperation with Development Partners in all areas of e-government implementation including capacity building.

Communications with e-Government Stakeholders

The Agency cultivated and encouraged appropriate use of ICT in the Government and informed the public about e-government implementation in the country through the media, various exhibitions and publications.

Public Service Week

The Agency participated in the yearly Public Service Week Exhibitions with the aim of making known its activities to a wider public and get feedback. The Agency has participated three times whereby in 2015 it won a fourth place in the Best Managed MDA amongst 70 institutions that contested, whereas in 2014 it ranked ninth place in the most innovative category out of 84 institutions. In 2016 the Agency commemorated the week by visiting 34 institutions giving them technical assistance.

The e-Government Agency Chief Executive Officer Dr. Jabiri Bakari elaborating a point to the Chief Secretary Ambassador Ombeni Sefue during the Public Service Week exhibition at Mnazi Mmoja grounds on June 22, 2015.

The Minister of State in the President's Office-Public Service and Good Governance Hon. Capt. (rtd). George Huruma Mkuchika paying a visit at eGA booth during the Public Service Week exhibition at Mnazi Mmoja Grounds on June 16, 2014.

Pupils from Mnazi Mmoja Primary School listening to eGA Information Officer Ms. Mambwana Jumbe when they visited eGA booth during the Public Service Week exhibition held at Mnazi Mmoja grounds on June 22, 2015.

eGA Chief Executive Officer Dr. Jabiri Bakari receiving the Best Managed MDA Certificate from the Second Phase President, Alhaj Ali Hassan Mwinyi during the closing ceremony of the Public Service Week Exhibitions on June 23, 2015 at the Mnazi Mmoja grounds in Dar es Salaam.

e-Government Annual Meetings

The Agency organized the first ever national e-Government Conference held in August 2015 at the Arusha International Conference Centre. The conference was attended by 770 participants categorized into two groups: Accounting Officers (250) and Operational Officers (520). The Conference was also attended by ICT experts from best practice countries (India & Singapore).
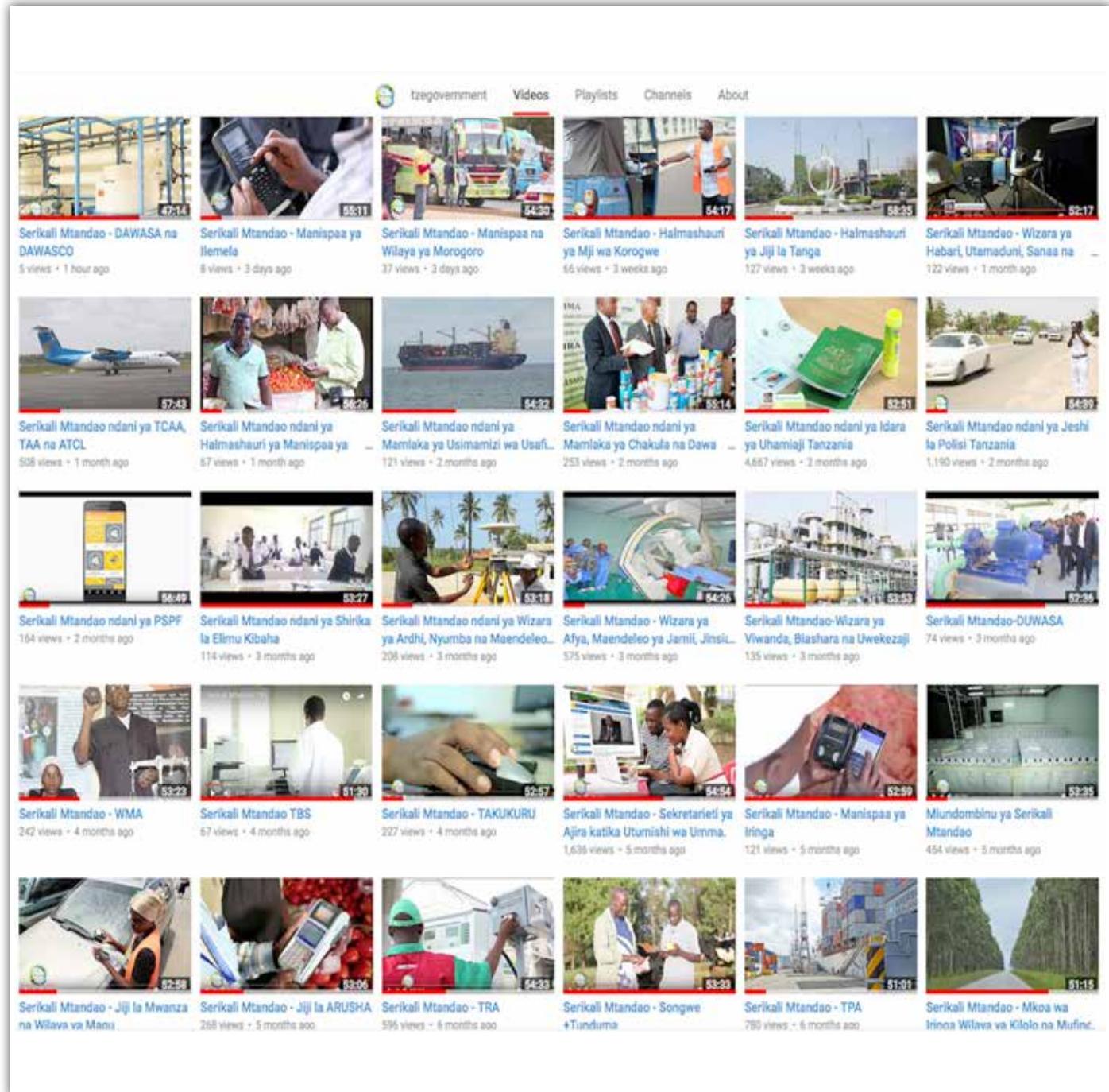
Participants of the first e-Government conference held in Arusha August, 2015

e-Government TV Programs

The Agency has produced 52 TV programs aired on TBC 1 every Tuesday from 19:00 to 20:00 hours and social media aimed at informing the public about e-government implementation in the country. The programs also demonstrate the benefits of ICT usage in service delivery by public institutions.

Other Media

The Agency has been educating and motivating the public on the concept of e-government, benefits and how to use government e-services through radio, newspapers, feature articles, news and features on the Agency website and social media by the name "tzegovernment" on Youtube, Instagram, Google+, Facebook and Twitter.

Financial Reports

Section 14(1) of the Executive Agencies Act requires the Chief Executive Officer to keep the books of accounts and proper records of its operations in accordance with the International Standards. In abiding by the Act, the Agency prepares the Financial Statements annually that are audited by the Controller and Auditor General (CAG). In five year period, the Agency has issued four Financial Statements for the financial years 2013/14, 2014/15, 2015/16 and 2016/17 among which the first three financial reports have been audited and the Agency awarded clean certificates.

Reports of the Controller and Auditor General

Financial Report for the Year 2013/14

2.0 Audit report on the Financial Statements

To: Chairperson Ministerial Advisory Board,
e-Government Agency (eGA),
P. O. Box 4237,
DAR ES SALAAM

RE: REPORT OF THE CONTROLLER AND AUDITOR GENERAL ON THE FINANCIAL STATEMENTS OF e-GOVERNMENT AGENCY FOR THE YEAR ENDED 30TH JUNE, 2014

Introduction
I have audited the Financial Statements of the e-Government Agency which comprises of the Statement of Financial Position, Statement of Comprehensive Income, Statement of Changes in owner's Equity, Statement of Cash Flows and Notes and Accounting Policies for the year ended 30th June, 2014as shown in Annexure I of this report.

Management Responsibility for the financial statements
The preparation of the financial statements is the responsibility of the management of the e-Government Agency as per the Statement of Management responsibility on the Financial Statements enclosed in this report as Annexure II.

Sect. 25(4) of the Public Finance Act No. 6 of 2001 (revised 2004), places responsibility on the Accounting Officer to prepare financial statements for each financial year which presents true and fair view of the financial position, financial performance and cash flows for the year then ended. It also, requires management to ensure that the reporting entity keeps proper accounting records, which will disclose with reasonable accuracy its financial position of the reporting entity and its responsibility in safeguarding the assets of the reporting entity.

Responsibilities of the Controller and Auditor General
My responsibility as an auditor is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with International Standards of Supreme Audit Institutions and such other procedures I considered necessary in the circumstances. These standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, I considered the internal control relevant to the e-Government Agency's preparation and fair presentation of the financial statements in order to

design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the e-Government Agency's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements

In addition, Sect. 10 (2) of the PAA No. 11 of 2008 requires me to satisfy myself that the accounts have been prepared in accordance with the appropriate accounting standards and that; reasonable precautions have been taken to safeguard the collection of revenue, receipt, custody, disposal, issue and proper use of public property, and that the law, directions and instructions applicable thereto have been duly observed and expenditures of public monies have been properly authorized.

Further, Sect 48(3) of the Public Procurement Act No.7 of 2011 and Reg. Nos. 137 (3 b) and 269 (1)of the Public Procurement Regulations2013 require me to state in my annual audit report whether or not the auditee has complied with the provisions of the Law and its Regulations.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.
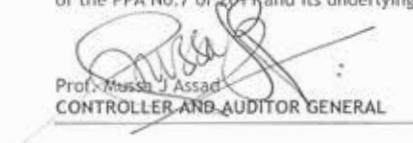
Unqualified opinion
In my opinion, the financial statements present fairly, in all material respects, the financial position of the e-Government Agency as at 30thJune2014 and its financial performance and its cash flows for the year then ended in accordance with the International Financial Reporting Standards (IFRS).

Report on Other Legal and Regulatory Requirements
Compliance with Procurement Legislation
In view of my responsibility on the procurement legislation, and taking into consideration the procurement transactions I have reviewed as part of this audit. I state that the e-Government Agency has generally complied with the requirements of the PPA No.7 of 2011 and its underlying Regulations of 2013.

Prof. Mussa J Assad
CONTROLLER AND AUDITOR GENERAL

January, 2015

Financial Report for the Year 2014/15

2.0 AUDIT REPORT ON THE FINANCIAL STATEMENTS

To: Chief Executive and Accounting Officer,
e-Government Agency,
P. O. Box 4237,
DAR ES SALAAM.

RE: REPORT OF THE CONTROLLER AND AUDITOR GENERAL ON THE FINANCIAL STATEMENTS OF e-GOVERNMENT AGENCY FOR THE YEAR ENDED 30TH JUNE, 2015

Introduction

I have audited the Financial Statements of the e-Government Agency for the financial year ended 30th June, 2015 as shown in **Annexure I** of this report.

Management Responsibility on the financial statements

Management of e-Government Agency is responsible for the preparation and fair presentation of these financial statements in accordance with International Public Sector Accounting Standards (IPSAS), and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error as per the Statement of Management responsibility on the Financial Statements enclosed in this report as **Annexure II**.

Responsibilities of the Controller and Auditor General

My responsibility as an auditor is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with International Standards of Supreme Audit Institutions and such other procedures I considered necessary in the circumstances. These standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, I considered the internal control relevant to the e-Government Agency's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the e-Government Agency's internal control. An audit also includes evaluating

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Office of the Controller and Auditor General   AR/CG/e-GA/2014/2015

the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

In addition, Sect. 10 (2) of the PAA No. 11 of 2008 requires me to satisfy myself that the accounts have been prepared in accordance with the appropriate accounting standards.

Further, Sect 48(3) of the Public Procurement Act No.7 of 2011 and Regulation 269 (1) of the Public Procurement Regulations, 2013 require me to state in my annual audit report whether or not the auditee has complied with the provisions of the Law and its Regulations.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Unqualified opinion

In my opinion, the Financial Statements present fairly, in all material respects, the Financial Position of the e-Government Agency as at 30th June, 2015, and of its Financial Performance and its Cash Flows for the year then ended in accordance with the International Public Sector Accounting Standards (IPSAS) Accrual basis of accounting.

Report on Other Legal and Regulatory Requirements

Compliance with Procurement Legislation

In view of my responsibility on the procurement legislation, and taking into consideration the procurement transactions I have reviewed as part of this audit, I state that the E-Government Agency has generally complied with the requirements of the PPA No.7 of 2011 and its underlying Regulations of 2013.

Prof. Mussa J. Assad
CONTROLLER AND AUDITOR GENERAL

March, 2016

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Office of the Controller and Auditor General   AR/CG/e-GA/2014/2015

Financial Report for the Year   2015/16

2.0 AUDIT REPORT ON THE FINANCIAL STATEMENTS

To: Chairperson,
Ministerial Advisory Board,
e-Government Agency,
P O Box 4273,
DAR ES SALAAM.

RE: REPORT OF THE CONTROLLER AND AUDITOR GENERAL ON THE FINANCIAL STATEMENTS OF e-GOVERNMENT AGENCY (eGA) FOR THE YEAR ENDED 30TH JUNE, 2016

Introduction
I have audited the financial statements of e-Government Agency which comprises of the statement of financial position as at 30th June 2016, its statement of financial performance, statement of change in equity and cash flows statement for the year then ended, Statement of comparison of budget and actual amounts and a summary of significant accounting policies and other explanatory information attached as **Annexure I** to this audit report.

Management's Responsibility for the financial statements
Management of e-Government Agency is responsible for the preparation and fair presentation of these financial statements in accordance with International Public Sector Accounting Standards (IPSAS), and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error as per the Statement of Management responsibility on the Financial Statements. Attached in **Annexure II**

Responsibility of the Controller and Auditor General
My responsibility as an auditor is to express an opinion on the financial statements based on my audit. I conducted my audit in accordance with, International Standards of Supreme Audit Institutions (ISSAIs) and such other procedures I considered necessary in the circumstances. These standards require that, I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatements. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatements of the financial statements, whether due to fraud or error. In making the risk assessments, I considered internal control system relevant to the preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal controls. The audit

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also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

In addition, Sect. 10 (2) of the PAA No.11 of 2008 requires me to satisfy myself that, the accounts have been prepared in accordance with the appropriate accounting standards.

Further, Sect. 48(3) of the Public Procurement Act No.7 of 2011 requires me to state in my annual audit report whether or not the auditee has complied with the provisions of the Law and its Regulations.

I believe that, the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.
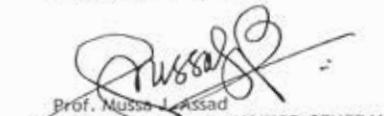
Unqualified Opinion
In my opinion, the financial statements present fairly, in all material respects, the financial position of the e-Government Agency Management as at 30 June 2016, and of its financial performance and its cash flows for the year then ended in accordance with the International Public Sector Accounting Standards (IPSAS) Accrual basis of accounting.

Report on Other Legal and Regulatory Requirements
Compliance with the Public Procurement Act, 2011
In view of my responsibility on the procurement legislation and taking into consideration the procurement transactions and processes I have reviewed as part of this audit, I state that, e-Government Agency have generally complied with the requirements of the Public Procurement Act No.7 of 2011 and its underlying Regulations of 2013.

Prof. Mussa J. Assad
CONTROLLER AND AUDITOR GENERAL

National Audit Office

March, 2017

Copy: The Chief Secretary,
State House,
P.O. Box 9120,
1 Barack Obama Road,
11400 DAR ES SALAAM.

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Challenges and Way Forward

Challenges

The Agency is facing the following challenges in facilitating e-government implementation:

- Miss-match between business processes and technology used thereby undertaking initiatives without taking into consideration the actual needs of the institution.
- The speed at which the technologies change which necessitate new business models brought about by innovation and knowledge eco-system
- Some Public Institutions still implement silo based e-government initiatives that lead to duplication of efforts and have systems that are not interoperable
- Low capability and readiness of Public Institutions to prevent and respond to increased cyber security threats
- Continued existence of vendor driven e-government initiatives

The Way Forward 2017- 2021

To keep pace with ever increasing demands of e-services, and advancements in ICT innovations and to respond to the challenges, the Agency as coordinator, overseer and promoter of e-government initiatives in the public service, is set to:
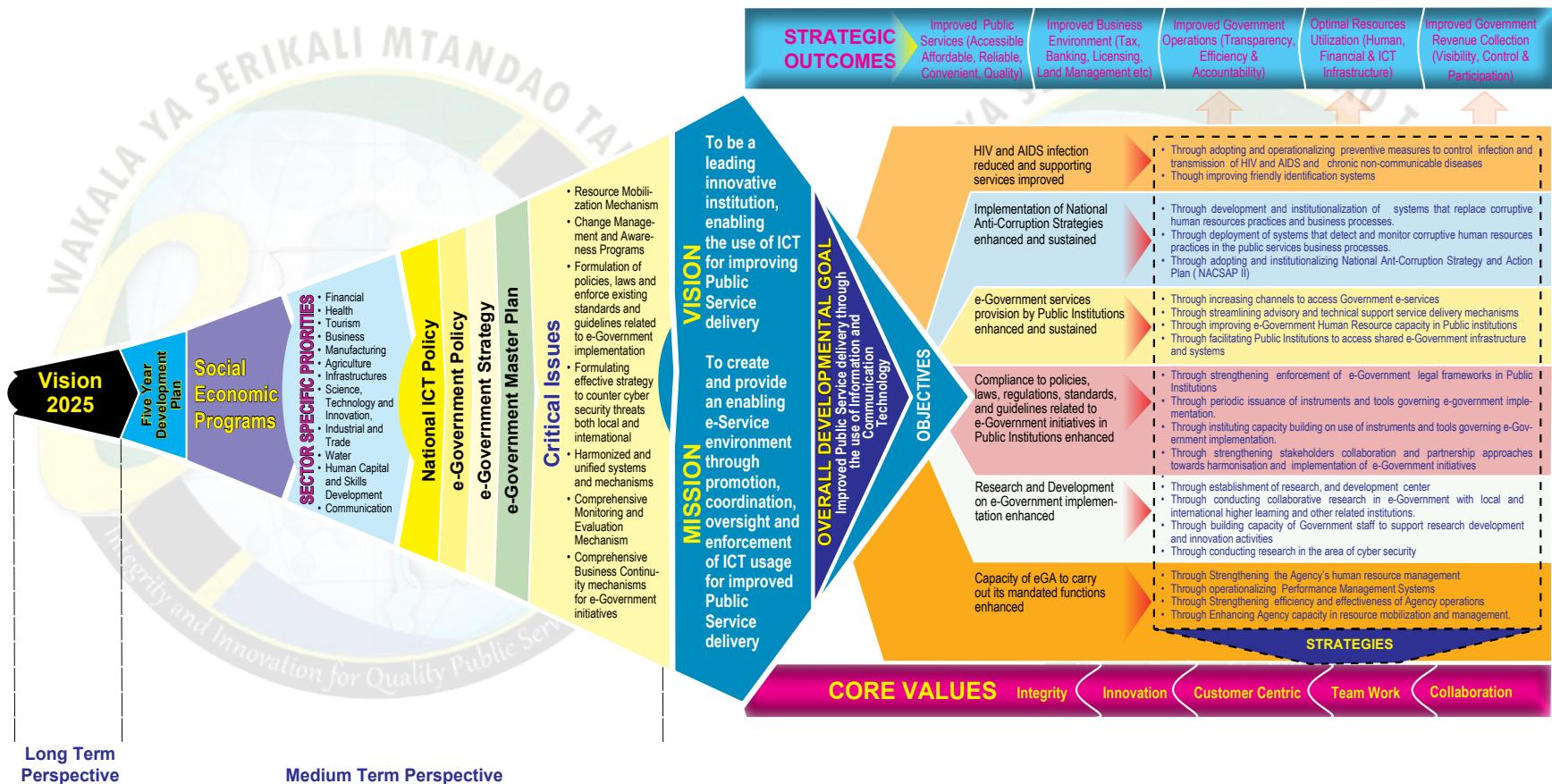
- Increase e-service delivery channels to be used by Public Institutions in serving the public.
- Streamline advisory and technical support service to Public Institutions.
- Institute mechanisms that will ensure Public Institutions adhere to advisory.

- Improve e-government Human Resource capacity in Public institutions
- Facilitate Public Institutions to access and use shared e-government resources, including improvement and maintenance of the existing shared e-government resources.
- Strengthen coordination of cyber security initiatives in Public Institutions
- Enhance compliance with regulations, standards, and guidelines related to e-government initiatives in Public Institutions through e-government governance frameworks.
- Strengthen stakeholders' collaboration and partnership towards harmonization and implementation of e-Government initiatives.
- Promote Research, Innovation and Development activities on e-government initiatives.
- Enhance internal operations management systems
- Facilitate implentation of Government ICT Resources Management System.
- Reduce HIV and AIDS infection and improve supporting services
- Enhance and sustain implementation of National Anti-Corruption Strategies

The implementation of these strategies is envisaged to facilitate operational efficiency of Public Institutions. This will further contribute in Government industrialization initiatives, improvement in quality, reliability and availability of e-services and increasing transparency and accountability in public servive delivery.

e-GOVERNMENT AGENCY (eGA) STRATEGIC PLAN MAP 2016/17-2020/21

STRATEGIC OUTCOMES

- Improved Public Services (Accessible Affordable, Reliable, Convenient, Quality)
- Improved Business Environment (Tax, Banking, Licensing, Land Management etc)
- Improved Government Operations (Transparency, Efficiency & Accountability)
- Optimal Resources Utilization (Human, Financial & ICT Infrastructure)
- Improved Government Revenue Collection (Visibility, Control & Participation)

Vision 2025

Five Year Development Plan

Social Economic Programs

SECTOR SPECIFIC PRIORITIES
- Financial
- Health
- Tourism
- Business
- Manufacturing
- Agriculture
- Infrastructures
- Science, Technology and Innovation,
- Industrial and Trade
- Water
- Human Capital and Skills Development
- Communication

National ICT Policy

e-Government Policy

e-Government Strategy

e-Government Master Plan

Critical Issues
- Resource Mobilization Mechanism
- Change Management and Awareness Programs
- Formulation of policies, laws and enforce existing standards and guidelines related to e-Government implementation
- Formulating effective strategy to counter cyber security threats both local and international
- Harmonized and unified systems and mechanisms
- Comprehensive Monitoring and Evaluation Mechanism
- Comprehensive Business Continuity mechanisms for e-Government initiatives

VISION

To be a leading innovative institution, enabling the use of ICT for improving Public Service delivery

MISSION

To create and provide an enabling e-Service environment through promotion, coordination, oversight and enforcement of ICT usage for improved Public Service delivery

OVERALL DEVELOPMENTAL GOAL

Improved Public Service delivery through the use of Information and Communication Technology

OBJECTIVES

Objective	Strategies
HIV and AIDS infection reduced and supporting services improved	• Through adopting and operationalizing preventive measures to control infection and transmission of HIV and AIDS and chronic non-communicable diseases • Though improving friendly identification systems
Implementation of National Anti-Corruption Strategies enhanced and sustained	• Through development and institutionalization of systems that replace corruptive human resources practices and business processes. • Through deployment of systems that detect and monitor corruptive human resources practices in the public services business processes. • Through adopting and institutionalizing National Ant-Corruption Strategy and Action Plan (NACSAP II)
e-Government services provision by Public Institutions enhanced and sustained	• Through increasing channels to access Government e-services • Through streamlining advisory and technical support service delivery mechanisms • Through improving e-Government Human Resource capacity in Public institutions • Through facilitating Public Institutions to access shared e-Government infrastructure and systems
Compliance to policies, laws, regulations, standards, and guidelines related to e-Government initiatives in Public Institutions enhanced	• Through strengthening enforcement of e-Government legal frameworks in Public Institutions • Through periodic issuance of instruments and tools governing e-government implementation. • Through instituting capacity building on use of instruments and tools governing e-Government implementation. • Through strengthening stakeholders collaboration and partnership approaches towards harmonisation and implementation of e-Government initiatives
Research and Development on e-Government implementation enhanced	• Through establishment of research, and development center • Through conducting collaborative research in e-Government with local and international higher learning and other related institutions. • Through building capacity of Government staff to support research development and innovation activities • Through conducting research in the area of cyber security
Capacity of eGA to carry out its mandated functions enhanced	• Through Strengthening the Agency's human resource management • Through operationalizing Performance Management Systems • Through Strengthening efficiency and effectiveness of Agency operations • Through Enhancing Agency capacity in resource mobilization and management.

STRATEGIES

CORE VALUES — Integrity — Innovation — Customer Centric — Team Work — Collaboration

Long Term Perspective

Medium Term Perspective

Official Visits & Events

eGovernment Agency Inauguration

e Government Agency was officially inaugurated by the fomer Chief Secretary, Ambassador Ombeni Sefue at Karemjee Hall, Dar es Salaam on 12th July, 2012.

Government Portal Inauguration

The Tanzania Government Portal with domain name www.tanzania.go.tz was officially inaugurated by the former Prime Minister, Hon. Mizengo Kayanza Peter Pinda at Julius Nyerere International Conference Centre - Dar es Salaam on 29 November, 2013.

Official Visits

The Prime Minister of the United Republic of Tanzania, Hon. Mizengo Peter Pinda (MP) and the Minister of State, President's Office, Public Service Management, Hon. Celina O. Kombani (MP) arriving at eGA offices on 29th November, 2013.

Chief Secretary, Ambassador Ombeni Sefue signing visitors book during his official visit at eGA on 4th October, 2013.

The eGA's Director of e-Service Control, Mr. Michael Moshiro (left) briefing the Minister for Communication, Science and Technology, Hon. Prof. Makame Mbarawa (middle) and the Minister of State, President's Office, Public Service Management, Hon. Celina O. Kombani, on how public institutions will be linked through ICT systems on 12th July, 2013.

Deputy Minister, Communication, Science and Technology, Hon. January Makamba charting with eGA CEO Dr. Jabiri K. Bakari (center) and Director of Business Support Services Mr. Ibrahim B. Mahumi (right) during his official visit at eGA on 4th July, 2013.

Sports and Games

In Loving Memory

In the journey of building our Agency, we lost our beloved sister Rukia Rashid Kilwanda in 2014

"Monthly targets and perfomance appraisals will come and go, but the memories of working with a colleague like you will stay in our hearts forever"

PERFOMANCE AT A GLANCE

1. Operationalised e-Government Standards and Guidelines used by Public Institutions to facilitate e-Government implementations. Moreover, the Agency is using them in providing guidance on proper acquisition and implementation of e-Government projects.

2. Operationalised Government Data Centre that provide hosting services for virtual, websites, applications, co-location and domain registration and hosting.

3. Established a secured and affordable shared Government Communication Network (GovNeT) to facilitate communication across the Government, whereby more than 150 Public Institutions are connected.

4. Provided advisory services to 299 Public Institutions and 2,947 technical support services in areas of ICT Systems Review, ICT Security Assessment, Development of Disaster Recovery Plan, Development of ICT Strategy, Development of ICT Policy, Development of Enterprise Architecture and ICT Project Review

5. Provided e-government technical trainings in areas of network management to 240 institutions, Government Mailing System to 359 institutions, provision of e-services to 76 institutions and website management to 411 institutions. .

6. Revamped and redesigned the Government Website into a portal (www.tanzania.go.tz) which is a one stop centre for providing access to information and e-services through mobile and online service sections of the Portal.

7. Developed and operationalised Government Mobile Platform (mGOV) as one stop center for all Government mobile services whereby, a total of 117 Public Institutions are using the Platform with more than 15 million transactions

8. Designed, developed and operationalized the Government e-Office System (GeOS) to facilitate day to day Government administrative process within and amongst Public Institutions. Currently, 28 Public Institutions have been connected and are using the system.

9. Designed, developed and operationalized the Government Mailing System (GMS), to facilitate office communication whereby a total of 359 Public Institutions including Embassies are connected and using the System.

10. Facilitated designing and development of various e-government systems that facilitated public institutions business operations including PCCB corruption acts reporting system through short code 113, Parliament online information system POLIS, Government Recruitment portal that facilitated Government recruitment processes and Government e-Payment Gateway (GePG) to improve visibility, control of Government revenue collection.