SEYCHELLES
E-government Implementation - Improved public services

Department of Information Communications Technology, Office of the President
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About Seychelles

The Republic of Seychelles consists of 115 islands

Main island - Mahe (27 km long 11 km wide)

Total Resident 85000

Literacy Rate 94%

Capital - Victoria
Executive leadership at the highest level is essential to get the government-wide commitment.

Implementation of Electronic Government is undertaken by the Department of Information communications technology
Seychelles Journey towards e-Government

- **Early 80’s**
  - Introduction of Computers in Government

- **1985**
  - 1st Computer Policy

- **1990**
  - Information Technology Strategic plan

- **Mid 1990’s**
  - E-Government Initiative

- **2004**
  - Consolidation of Government In house IT Services

- **2006**
  - National ICT Policy

- **2007**
  - IT Infrastructure Design (Blueprint) Microsoft

- **2009**
  - ITSM Initiative

- **2009**
  - 1st Mobile Service (m/e-services)

- **2010**
  - E-Government Strategic Framework

- **2012**
  - UN award
  - Highest regional e-Government ranking for Africa
Our Strategic thrusts for e-Government

Building on the accomplishments of the e-Government Project, our future e-government policies and programmes will be directed at three strategic objectives:

- **Connectivity** – Expanding the coverage and capacity of government networks
- **Transformation** – Re-engineering business processes across the whole of government (improving processes within government)
- **e/m-Service Delivery** – Enlarging the number and reach of government’s e-services (future government services anywhere any time on a 24/7 basis)
Strategic thrust 1. Connectivity

Effective systems of e-government rely first and foremost on high levels of network connectivity. A high capacity government network is essential

- To connect all Government Departments to the electronic government Network (EGN) in order to allow for secure integration of the various Information systems of Government

- To connect all points of Government service delivery in Districts to electronic Government network (example District Administration Offices, District Health Centers etc)
A fiber optic network links all most all Government Departments
E-government network also expands to 27 district administration offices and 16 health centers and few police stations using VPN, 3G, Leased Lines.
IT Infrastructure Design (Blueprint)
Microsoft
Strategic thrust 2. Transformation

The continued rapid computerization of the government’s internal business processes is the key to improved public service delivery.

- To computerize the core processes of Government Departments by Re-engineering business processes across the whole of government (improving processes within government to improve service delivery)

- Establish key identifiers for citizens and Businesses

  - National Identification Number (NIN) – Citizen centric Information systems
  - Business Registration Number (BRN) – Business Centric Information System
Strategic thrust 2. Transformation

Government Agencies

- Citizen centric information system (NIN)
- Business centric information systems (BRN)

Public and other stakeholders

- E-Services
- M-Services
- Service delivery points at Districts

Business Process Re-engineering (BPR)

Department of Information Communications Technology

- Software Development teams
- Service Desk
**Strategic thrust 2. Transformation**

Line of business Applications

- Accounting systems
- Government General Ledger
- Government Payroll
- Government Local purchase orders
- Government Stock control systems

- Unique Identifier systems
- National Population Database
- Business registration Systems

- Taxation system
- Imagination system
- Social Welfare system
- Housing System
- Land Registration System
- Qualification Authority system
- Customs system
- Import Export Permit system
- Licensing Systems
- Digital Document Management system for Government (Electronic Documents)
- Human resource management system etc..

Development platform
- .net framework c Sharp - Microsoft
Strategic thrust 3. The provision of online services to the public

Electronic delivery and availability of services, both online through the Internet and by means of mobile devices, can greatly enhance the quality and convenience of public services. (future government services anywhere any time on a 24/7 basis)

- E-Service Gateway
- M service Gateway
- Public Key Infrastructure
Strategic thrust 2. The provision of online services to the public
E-services

- Online taxation
- Online company registration
- Online verification of voters register
- Online import/Export permits
- Online bill of entry etc.
- Online business licenses
- Online land registry search etc.

Up coming e-services …

- Online planning applications
- E-payments
- Online document repository
- Online Business Licenses
E-Service Gateway

https://eservice.egov.sc/eGateway/
Strategic thrusts - Challenges

Connectivity

- Insufficient specialized manpower
- Challenging Topography
- Inadequate Funds to expand fiber Network to districts
- Recurrent costs to service providers – Leased lines

Transformation

- Resistance and lack of interest from some government departments
- Insufficient BPR specialists
- Insufficient manpower (Analyst Programmers)

e/m-Service Delivery

- Insufficient specialized manpower
Our Journey towards ITSM

- Pre-2003: Manually recorded Incident
- 2003: Recorded incidents using an Online System
- 2005: Introduction of dedicated CALL CENTER
- 2009: Introduction of ITSM Initiative Assisted by Commonwealth
- 2009: Implementation of SERVICE DESK based on ITSM
DICT Service Desk

Department with IT Group
Department Without IT Group
End Users
VIP
Private Company

System Support

Tier 1
Tier 2
Tier 3

Escalating
Network Operation
Policy Standard & Research
Software Development
System Design & Sector Dev
External Vendor
Service Desk - Achievements

– Designed the Initial service desk - mid 2009
– Launched service desk – end of 2009
– Established 2 local virtual service desks – beginning of 2011
Current Laws and policies

- Electronic Transaction Act
- Data Protection act
- Computer Misuse act
- Cyber security policy and Bill – Drafting
- National ICT Policy
- E-government Frame work
- E-government 5 year strategy
Projects yet to come……

• Implementation of Digital signatures in line of business Applications

• E-Payment Gateway

• Introduction of Biometric features and digital signatures - National ID cards

• Introduction of Biometric Passports (E-Passports)

• Introduction of Kiosk in districts – e-government services

• Expand government fiber network to districts (To connect schools, health centers, district administration offices, police stations etc..)
Last year UN awarded Seychelles the Highest regional e-Government ranking for Africa
THANK YOU

For further information please contact
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Questions

Is it important to have an organization/body heading e-government initiative?

Why is it very important for the e-government lead/Head of e-government to have a good knowledge of e-government concepts/new trends and also the best fit for his or her country?

Can the e-lead influence political backing?