SEYCHELLES

E-government Implementation

E-Government for Sustainable Development in Small Islands Developing States

Department of Information Communications Technology

Office of the President

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Presented by Lanka Dorby Director General Information Technology
About Seychelles

The Republic of Seychelles consists of 115 islands

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

Total Resident population 90000

Literacy Rate 94%

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

- **2013**
  - First System with e-signature

- **2014**
  - First e-service with online payment
Our Strategic Thrusts for e-Government

Building on the accomplishments of the e-Government, 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)
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.
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)

Software Development teams
- System Support Services
- Network Operations Center

Department of Information Communications Technology
**Strategic thrust 2. Transformation**

<table>
<thead>
<tr>
<th>Accounting systems</th>
<th>Line of business Applications</th>
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<tr>
<td>Government General Ledger</td>
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<tr>
<td>Government Payroll</td>
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<td>Government Local purchase orders</td>
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<td>Government Stock control systems</td>
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<tr>
<td>Unique Identifier systems</td>
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<tr>
<td>National Population Database</td>
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<tr>
<td>Business registration Systems</td>
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| 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)

- 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 lodgment to customs
Online business licenses
Etc..

Up coming e-services …
Online planning applications
Online land registry search
Online Vehicle registrations Etc..
E-Service Gateway
https://eservice.egov.sc/eGateway/
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
- 2011: Implementation of SERVICE DESK based on ITSM
DICT Service Desk

Department with IT Group

Department Without IT Group

VIP

Private Company

End Users

System Support

Tier 1

Escalating

Network Operation

Policy Standard & Research

Software Development

System Design & Sector Dev

External Vendor

Tier 2

Tier 3
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
• Cyber security policy and the bill
Projects yet to come……

• Implementation of Digital signatures in all 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/Wimax network to districts (To connect schools, health centers, district administration offices, police stations etc..)
### Strategic thrusts - Challenges

<table>
<thead>
<tr>
<th>Connectivity</th>
<th>Transformation</th>
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<tbody>
<tr>
<td>Insufficient specialized manpower</td>
<td>Resistance and lack of interest from some government departments</td>
</tr>
<tr>
<td>Challenging Topography</td>
<td>Insufficient BPR specialists</td>
</tr>
<tr>
<td>Inadequate Funds to expand fiber Network to districts</td>
<td>Insufficient manpower – Retention of specialized manpower (Analyst Programmers/Engineers)</td>
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<tr>
<td>Recurrent costs to service providers – Leased lines</td>
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**e/m-Service Delivery**

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Recommendations

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

**Transformation**
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).

Effective collaboration among agencies

**Provision of public services anywhere anytime – E-services/M-Services**
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)
Recommendations cont..

Governments Go green

Health/Education Sectors

Tele-Education
Tele-Medicine
Introduction of ICT in schools/Youth Initiatives
This year UN awarded Seychelles the Highest regional e-Government ranking for Africa
THANK YOU

For further information please contact

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