

# **E-GOV AFRICA 2013**

## **A Totally Connected Government: The Zim-Connect Project**

*Solomon Mhlanga*

25 March 2013

Uganda

# Outline

- Introduction
- Development Effectiveness
- The Results Based Management System
- E-Government
- A Totally Connected Government: The Zim-Connect Project

# Introduction

One of the objectives of Government is to guarantee an effective and efficient public service delivery system.

The world over, Governments now operate under conditions of :

- Dwindling resources,
- Rising demands for quality services and
- Rising demands for public sector accountability

# Introduction

## Trends in the 1990s: OECD Countries

- growing economic, social, and political pressures.
- ballooning fiscal and budgetary deficits
- growing public demands for cost-effective government services
- calls for accountability.

# Introduction

## Consequence:-

- forced to respond to public discontent
- Implemented measures for more transparent and accountable governance at all levels in the public sector.
- introduction of Results Oriented systems.
- In 1993, the US government passed the Government Performance and Results Act.

# Introduction

In the meantime Africa had colonial hangover:

- continued to be preoccupied with rules and procedures,
- emphasis was on delivering services in compliance with specific guidelines, rules and regulations.
- harder for these Governments to react to the competitive pressures of globalization and the rising demands of their citizens.

# Development effectiveness

In the New Millennium Governments in Africa started realising the need for sustained development effectiveness and the need to manage their development processes in a way that allowed them to achieve the greatest development impact.

This could only be done through systems that deliver services

- economically,
- efficiently, and
- effectively.

# Development effectiveness

Many Public Sector Management reviews persistently highlighted **weak public sector management (PSM) systems** as the key factor constraining the delivery and achievement of development effectiveness



# The new approach

In Zimbabwe the past couple of years has seen a shift to a new approach to public sector management that focuses on business process re-engineering. This new approach is the **Results Based Management System**.

# The Results Based Management System

A management philosophy and approach that focuses on the timely achievement of relevant goals and objectives through:

- Strategic planning,
- systematic implementation, performance monitoring, measurement reporting,
- systematic utilization of performance information to improve policy decision making

# The Results Based Management System

It is about improved performance that can be described and measured and incorporates lessons learnt while making necessary adjustments during implementation.

# e-Government

One of the key components of the Results Based Management Programme is **e-Government**.

## **e-Government**

- use of Information Communication Technologies to improve the internal operations of public sector organizations so as to provide efficient and effective services.

# Major Challenge!!!!



- Majority of services are offered manually
- Citizens in long queues
- ***CORRUPTION!!!!***

# What do citizens want. (the 4 S'S)

SPEED

*Timeliness*

SIMPLE

*Less Red Tape*

SEAMLESS

*Clustered  
No Wrong Door*

SATISFACTION

*Confidence in  
Government*

# What do citizens want (4 a's)

**ACCESSIBLE**

Services are expected to be accessible to users, in terms of distance and availability

**AFFORDABLE**

Services should not be so expensive

**ADAPTABLE**

Services should take account the local social and political environment, and be adapted to local needs.

**ACCEPTABLE**

Service should be in a form that users find acceptable, for example culturally.

# e-Government

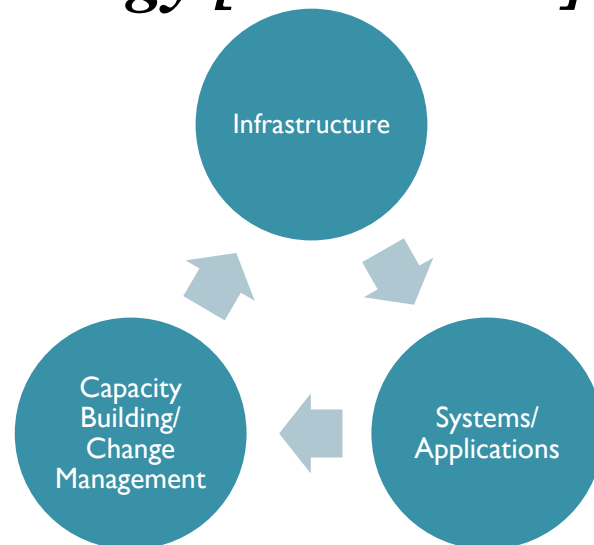
In the last two years , as part of the Results Based Management Program, the Zimbabwe Government has embarked on a project to totally connect all government operations with the following objectives:

- To improve service delivery to citizens
- To improve revenue collections
- To reduce costs



# A Totally Connected Government: The Zim-Connect Project:

*The Zim-Connect: e-  
Government  
Framework and  
Implementation  
Strategy [2011-2015]*





# **A Totally Connected Government: The Zim-Connect Project**

Work has started to fully integrate operations across Ministries using the SAP platform.



# ZimConnect : Totally Connected Government A Zimbabwean Case Study



Alex Marufu  
Chief Operating Officer  
Twenty Third Century Systems

# e-Govt Development Stages

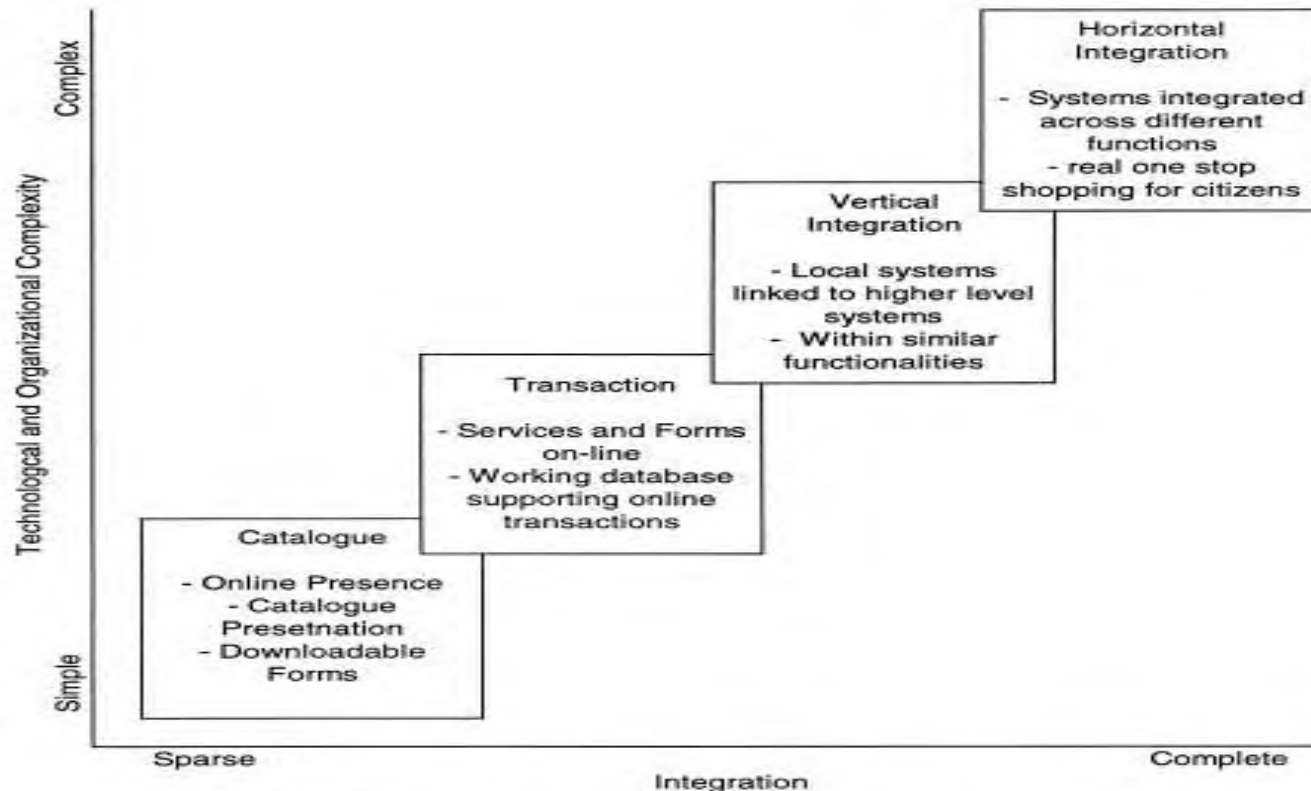


Fig. 1. Dimensions and stages of e-government development.

(Karen Layne & Jungwoo Lee, 2001)

*ZimConnect Mission*

“To provide seamless e-services to the citizens, business and government through an interconnected public service integrating people, process and technology”

Better  
Service  
Delivery

Cost  
Reduction

Improve  
Revenue  
Collection

Give  
Citizens a  
voice

# E-Govt Development

ZimConnect Mission

“To provide seamless e-services to the citizens, business and government through an interconnected public service integrating people, process and technology”

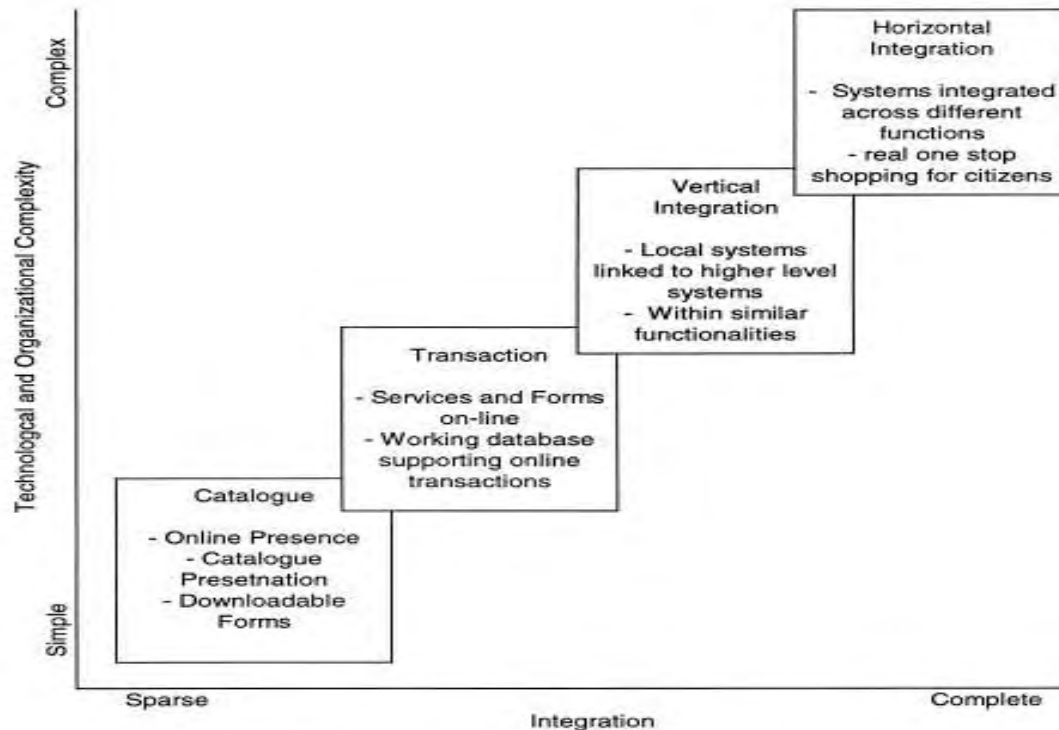


Fig. 1. Dimensions and stages of e-government development.

(Karen Layne & Jungwoo Lee, 2001)

# Some design considerations

- Integrate processes, Allow information sharing
  - Share government information
  - Do not ask citizens for information that government already has
  - Smoothen the flow of information across departments/ministries
- Do not make inefficiency faster
  - redesign processes if necessary
- Allow for multiple channels of access
  - Government offices
  - Web
  - Mobile Platforms
  - Digital Villages

## Overall Objectives

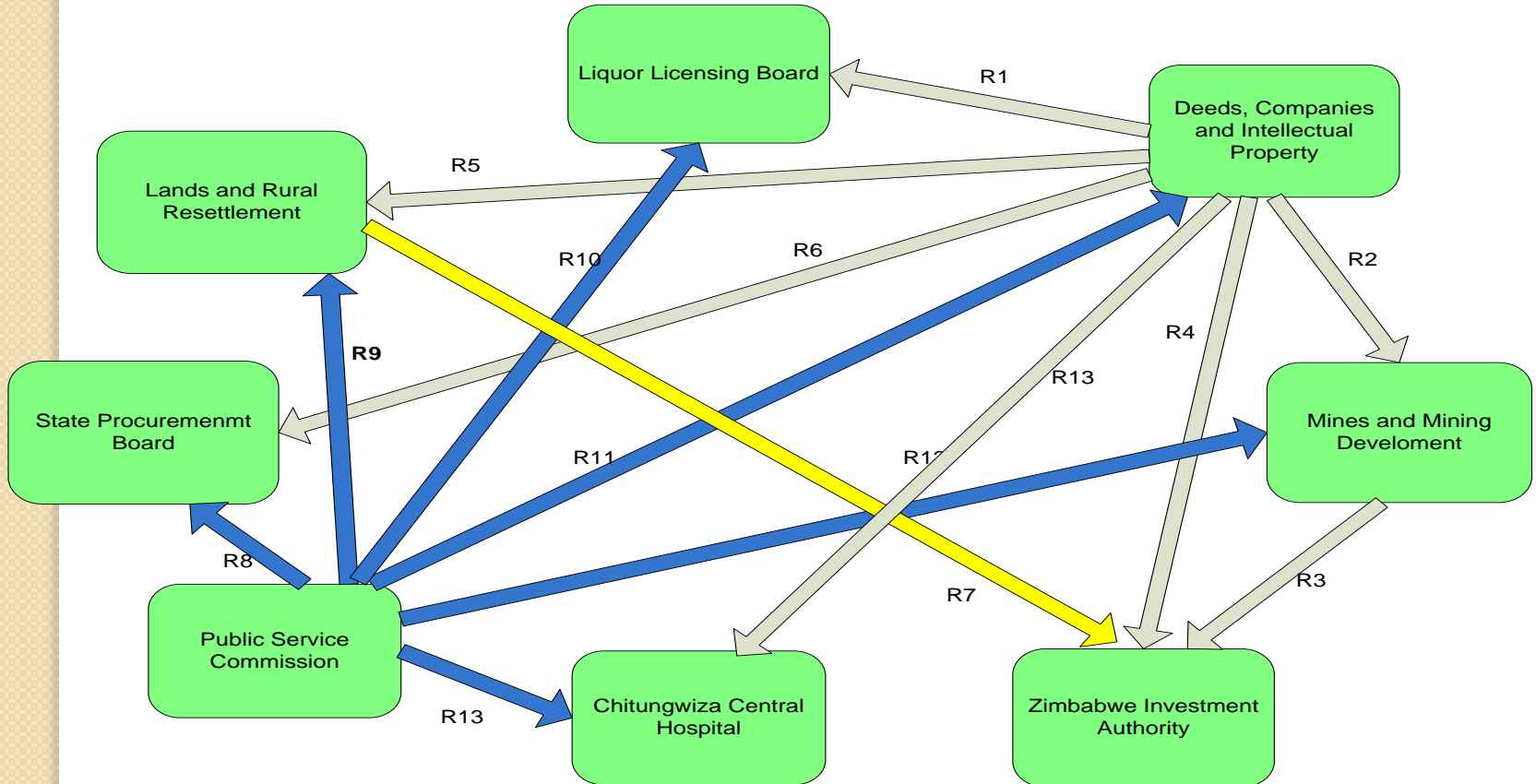
- Improve Service Delivery
- Introduce cost savings
- Increase revenue collection
- Citizen Feedback

## Very simple requirements but challenging from

- Technology perspective
- Change management perspective
- Political perspective

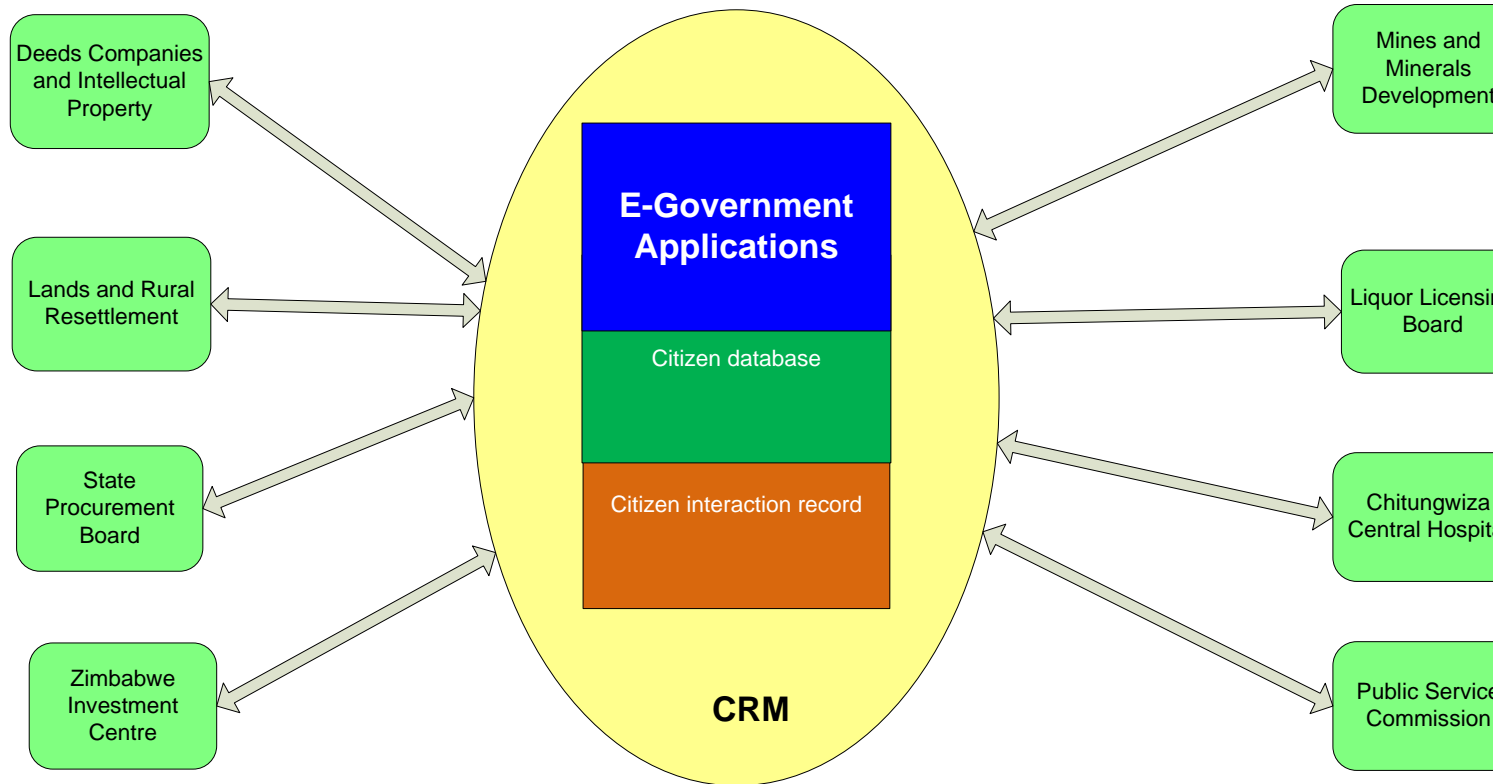


Current Ministerial/Agency Relationships





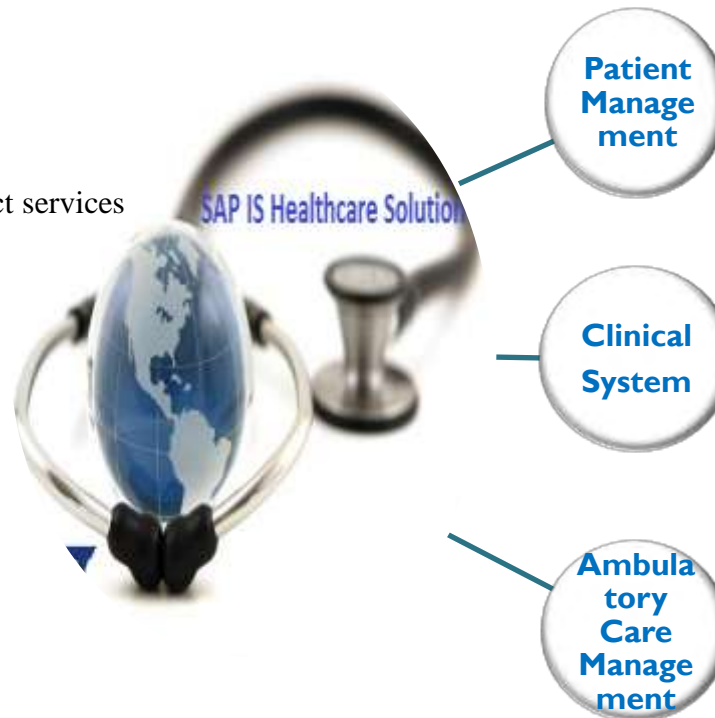
## Desired e-Government Setup



# Chitungwiza Central Hospital

## Chitungwiza Hospital

- Based in Domitory town of Chitungwiza
- Low incomes
- Very high density
- 3<sup>rd</sup> largest population in Zimbabwe
- Main referral hospital in the town
- Fed by local clinics as well as direct services



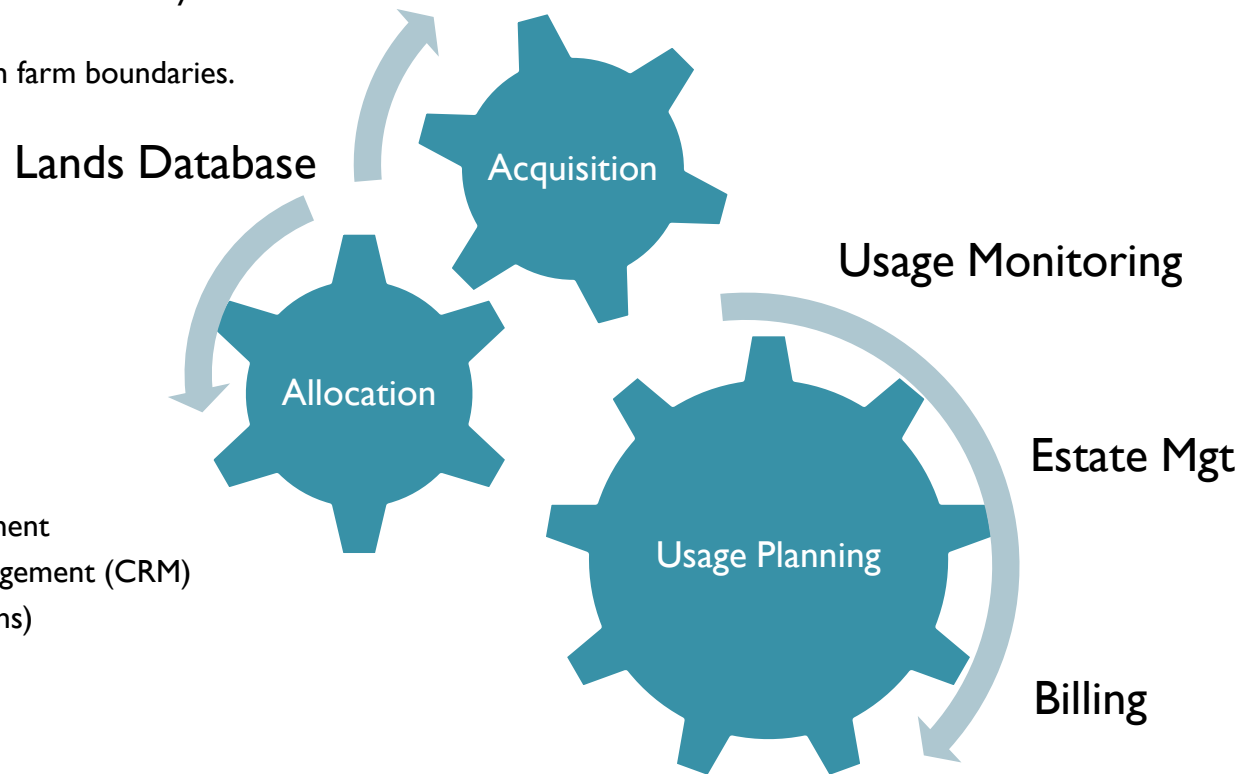
## SAP Scope

- Financials
- Materials Management
- Human Capital Management (incl Payroll)
- Workflow
- BI (Organizational Analytics)
- Expected Number of system users +/- 100
- Expected roll out to all major hospitals

# Lands & Rural Resettlement Scope

## **Mandate of MLRR**

- Acquire, Plan and Distribute land
- Manage land information
- Manage state-lands and provide security of tenure
- Commission and maintain farm boundaries.



## **SAP Scope**

- Financials-Asset Management
- Citizen Relationship Management (CRM)
- Portal (On-line Applications)
- Records Management
- Case Management
- Workflow Management
- Expected Number of system users +/- 600

# Mines & Mineral Development

The Ministry is responsible for the efficient & effective harnessing of the country's mineral endowments for the country's economic gain.

## Mandate of Ministry of Mines

- To be at the centre of stimulating economic growth in the country.
- To be the leading revenue generation arm of government.
- To lead in spearheading mining sector growth

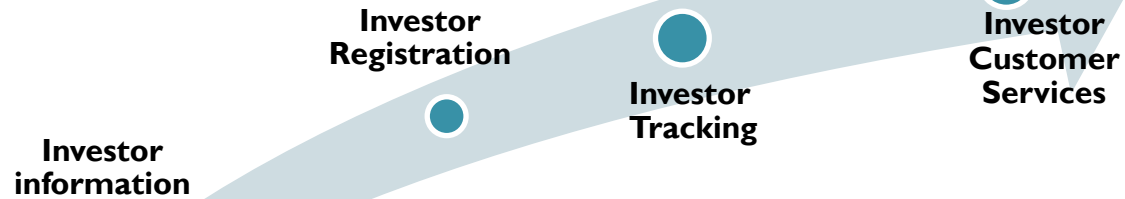


## SAP Scope

- Financials-Revenue Management
- Citizen Relationship Management (CRM)
- Portal (On-line Applications)
- Records Management-(incl Database)
- Case Management
- Fleet Management
- Workflow Management
- Expected Number of system users +/- 100

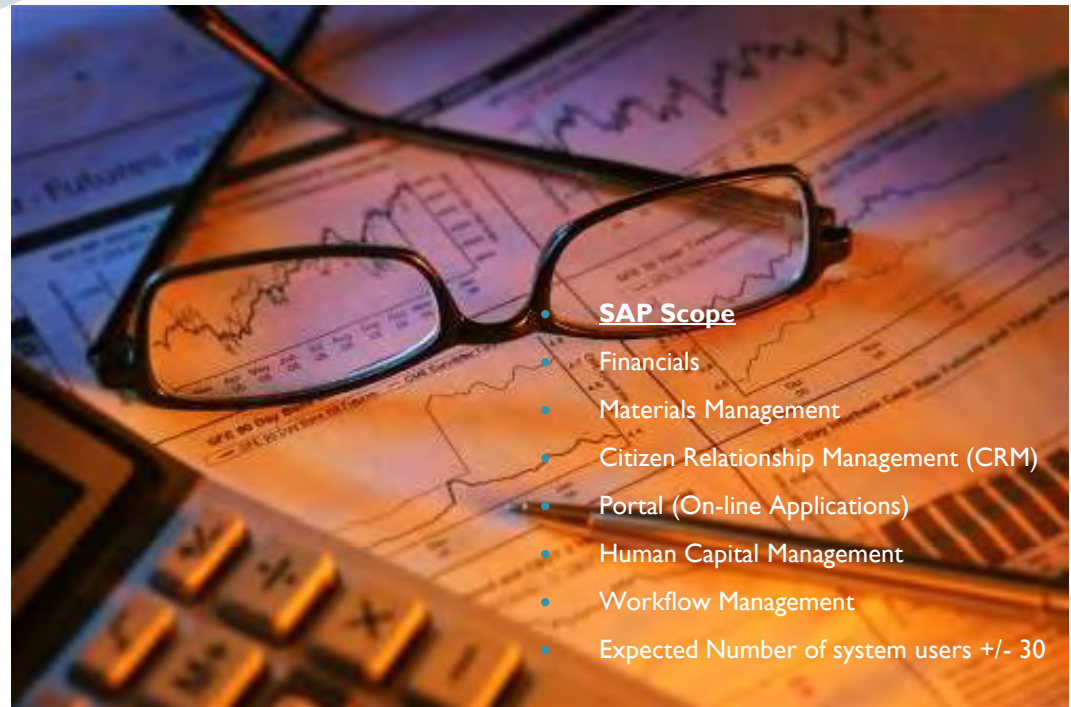


# Zimbabwe Investment Authority



## **Mandate**

- Encouraging investment by domestic and foreign investors;
- Facilitate and process investment applications for approval;
- Attract domestic and foreign investors;
- Promote the decentralization of investment activities
- Promote and co-ordinate investment activities in enterprises or sectors of the economy which are of strategic importance to national development.



## **SAP Scope**

- Financials
- Materials Management
- Citizen Relationship Management (CRM)
- Portal (On-line Applications)
- Human Capital Management
- Workflow Management
- Expected Number of system users +/- 30

# Companies and Deeds Office

## **Functions**

### The Deeds section

- maintaining an up to date register of all property ownership
- registration and maintenance of different types of deeds, caveats as well as cancellation of bonds.
- This is administered under the Deeds Act: Chapter 20:05

### Companies section

- registering all formal business organizations
- maintaining an up to date records.

### Intellectual Property section

- protection of the property of the mind
- Promotion of technological and economic development through intellectual property.



## **SAP Scope**

- Financials
- Citizen Relationship Management (CRM)
- Portal (On-line Applications)
- Records Management
- Case Management
- Workflow Management
- Expected Number of system users +/- 40



# Public Service Commission

Departments

- Corporate Strategy and Salaries Administration
- Conditions of Service Agency
- Human Resources Agency
- Salary Services Bureau
- Assessment and Examinations Agency
- Performance Audit and Inspectorate Agency
- Discipline Agency
- Uniformed Forces Service Commissions Agency
- Human Resources Management Information Systems (HRMIS) Agency
- Legal Services Agency
- Pensions Agency
- Corporate Services/ Corporate Affairs Agency
- Finance and Administration
- Personnel



## SAP Scope

- Organisation Management
- Personnel Administration
- Time Management
- Training & Event Management
- Travel Management
- Personnel Planning & Development
- Electronic Recruitment
- Employee & Management Self Service (ESS/MSS)

# Liquor Licensing Board

## Mandate

- Accept, Inspect and Approve Liquor License Applications
  - Manage Liquor License and Inspection information
  - Manage and provide information on site Inspections
  - Recommend and maintain legislation on Liquor Licensing
- Maximization of revenue collection from issuance and renewals of licenses
- Mediating disputes within the liquor industry
- Proffer advice to all stakeholders in the liquor industry



## SAP Scope

- Citizen Relationship Management (CRM)
- Portal (On-line Applications)
- Records Management
- Case Management
- Workflow Management
- Expected Number of system users +/- 100





# Cabinet Secretariat



## Manadate

- Offer secretarial service to cabinet
- Distribution of cabinet decisions to ministries
- Facilitates presentation of policies for consideration by cabinet
- Follow up implementation of cabinet decision /policies with ministries

## SAP Scope

- Records Management
- Case Management
- Workflow Management
- Afaria
- Expected Number of system users +/- 30

# State Procurement Board (SPB)

## Mandate

- Responsible for all procurement on behalf of government and quasi government operations above a certain minimum threshold

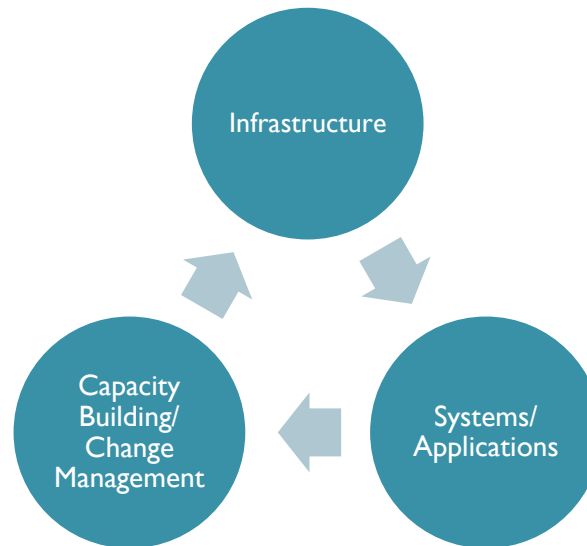


## SAP Scope

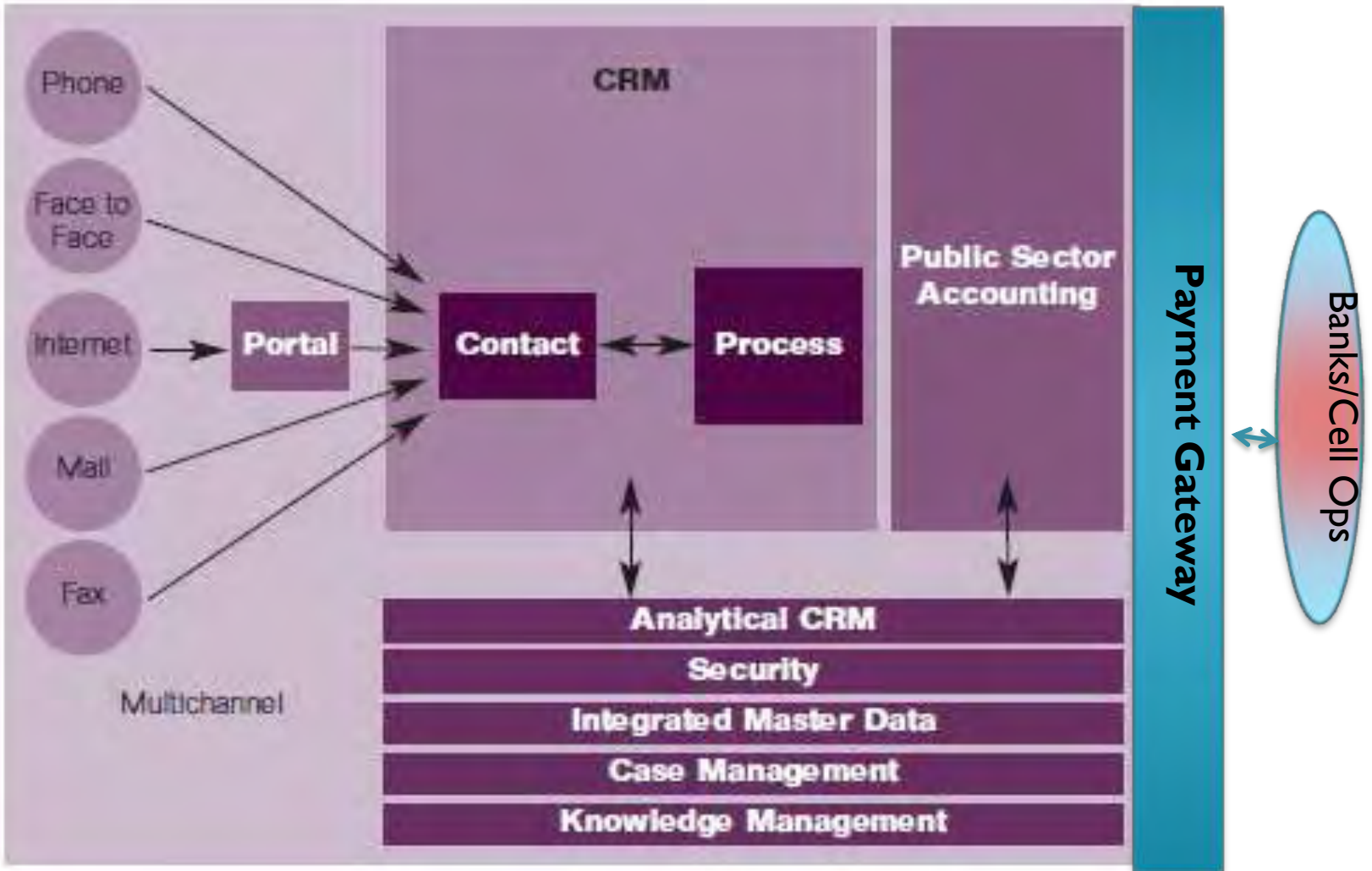
- Electronic registration of suppliers
- Electronic procurement (core)
- Electronic requirements submissions
- Expected Number of system users +/- 30

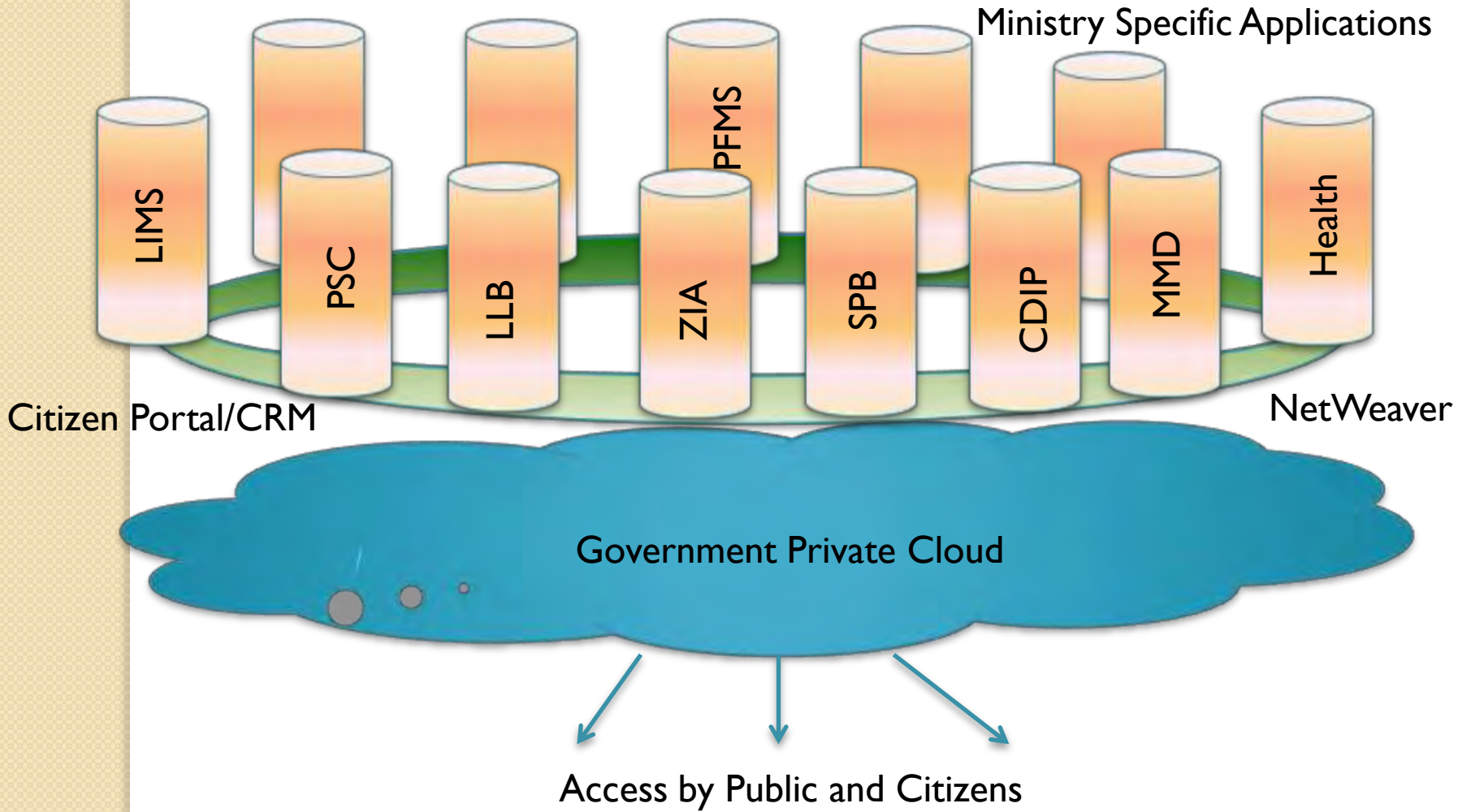
# ZimConnect Project: A Totally Connected Government

*The ZimConnect: e-Government Framework and Implementation Strategy [2011-2015]*

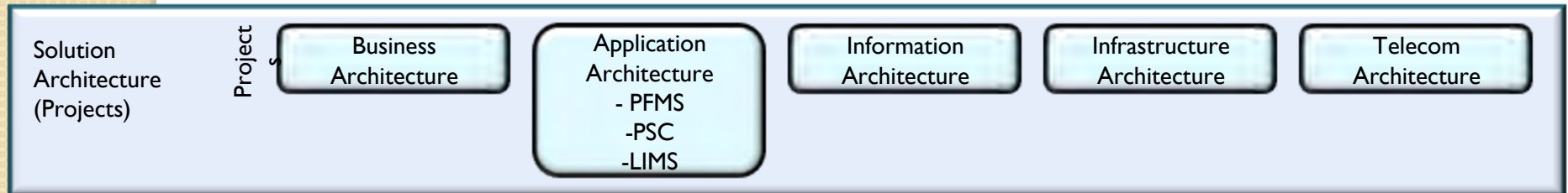
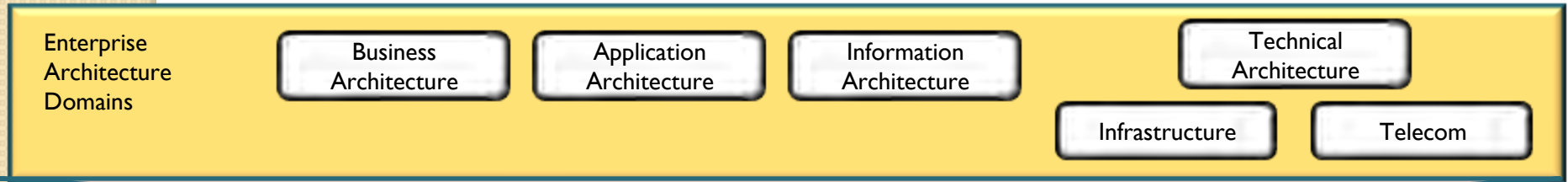


# ZimConnect: Bringing the pieces together





# Enterprise Information Architecture : ZimConnect





Infrastructure

Skills/Capacity Building

Political Buy in

Funding

Change Management

Can it be done?



Public Private Sector Partnership

German experience

Our experience with PFMS



# ZimConnect : Totally Connected Government A Zimbabwean Case Study

Alex Marufu  
Chief Operating Officer  
Twenty Third Century Systems





**Thank you**