

# E-Government Model to Improve Public Service Delivery and Citizen Participation

A Conceptual Guidelines and Implementation Roadmap for Somalia

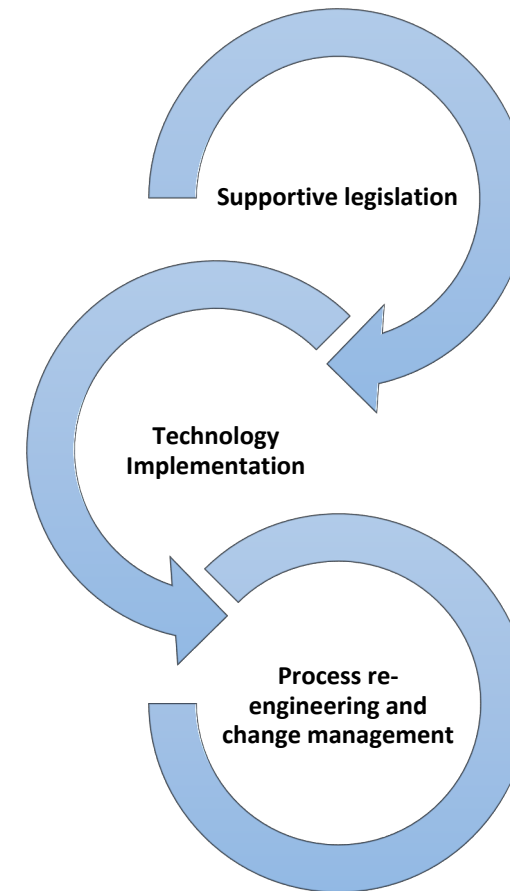
**Ahmed Siyad** [ahmedsiyaad1@gmail.com](mailto:ahmedsiyaad1@gmail.com) - Twitter [@adsiyad](https://twitter.com/adsiyad)  
Chairman  
Somali Network Operators' Group

# Outline

- Global Trends in e-government– Brief Overview
- Key Elements of e-government Implementation
- E-Government planning and implementation – Proposed Model for Somalia
- Important Steps to Implement e-government
- Some lessons learned from developed countries (Estonia and Rwanda) – 10 rules to consider
- Conclusion

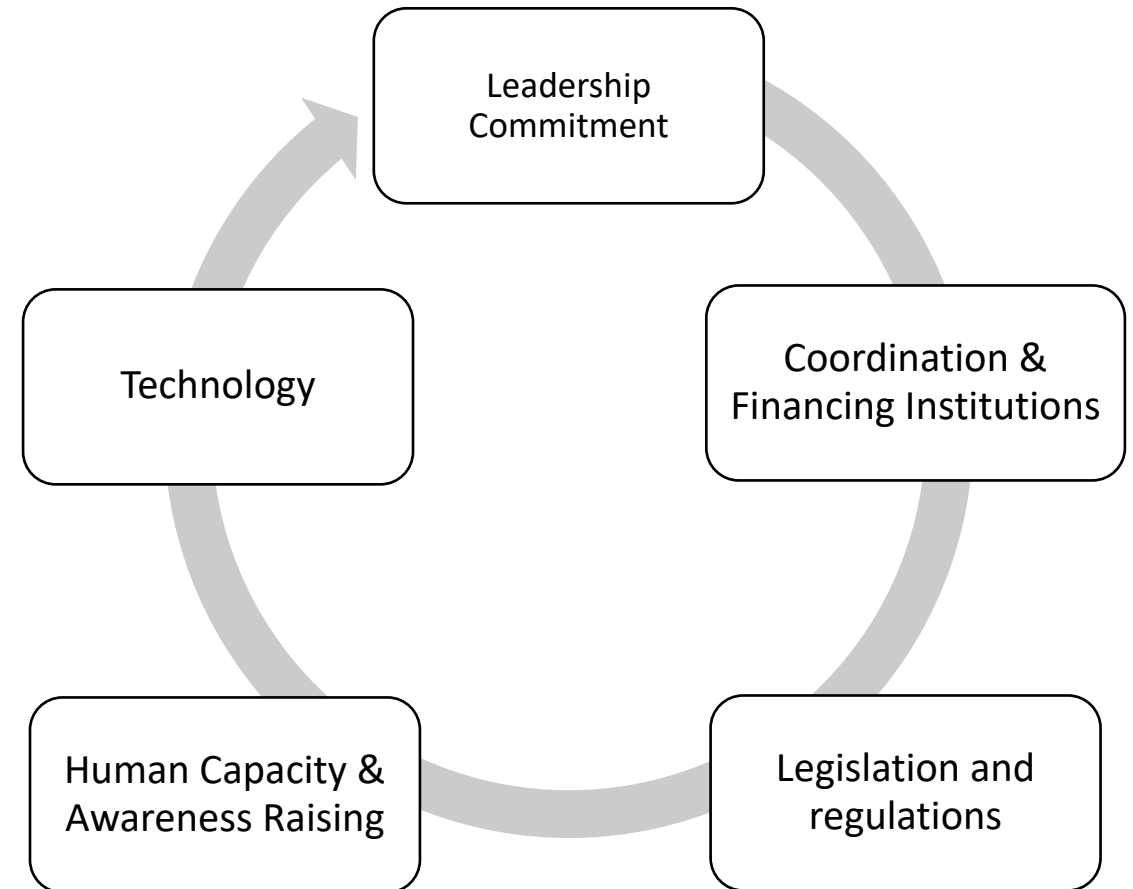
# Global Trends in e-government– Brief Overview

- The cooperation between **government** and the **public sector**, referred to as **Public Administration**, comprises the most integral part of **information society**. This is what we mean when we use the term **e-government**.
- By definition, e-government entails a comprehensive **set of organizational, regulatory and technology-related measures**.
- The problem with most e-government projects is that they focus too much on **technology implementation**.

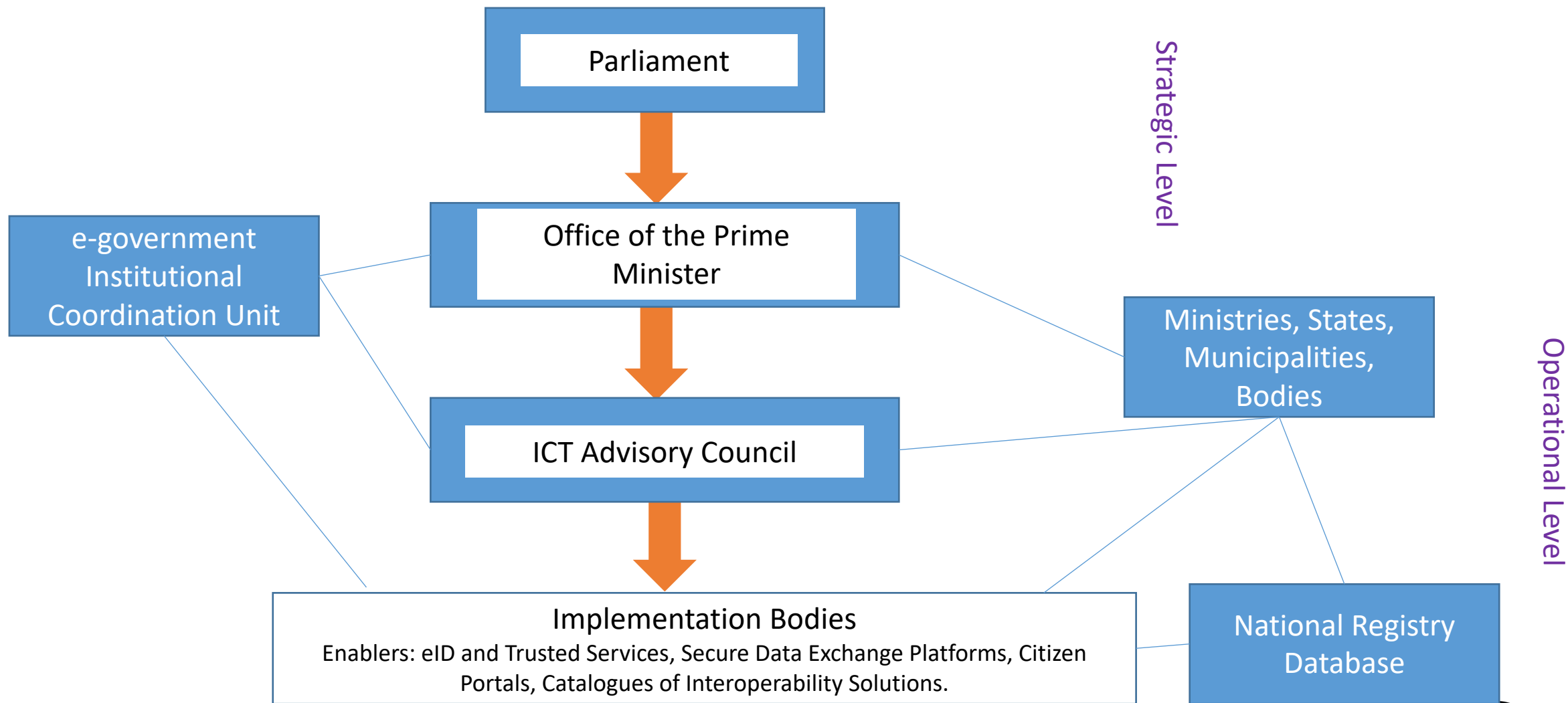


# Key Elements of e-government Implementation

- **Leadership Will** - High level political leadership commitment and agreement between all government stakeholders and decision makers is necessary for the proper and effective digital government adoption.
- **Coordination & Financing Institutions** - There must be high level coordination of e-government activities among the various departments of government.
- **Legislation and Regulations** – Though there are no legal prerequisites starting the process of e-government, there are some laws and policies that needs to be looked and developed to support in digitizing and modernizing government administration and services.
- **Human Capacity & Awareness Raising** – Training programs for civil servants and awareness raising engaging citizens to accept and use government e-services is one the crucial element widely accepted e-government implementation
- **Technology** - Rather than investing in application-specific facilities, leaders in digital government look to use increasingly standardized technology infrastructure components including public infrastructure.



## E-governance Organizational Structure and Stakeholders at the interagency level – **The Proposed Model**



# Important Steps to Implement e-government

- #1:** Setup and organization: identifying roles and determining responsibilities for coordination and implementation; encouraging public–private partnership and cooperation with academic institutions
- #2:** Legal framework, strategies and action plans
- #3:** General financing and financial models for e-services
- #4:** Technical architecture and components

# Some lessons learned from developed countries (Estonia and Rwanda) – 10 rules to consider

- **Rule 1: The first thing first.** International donors should not invest in technology implementation projects before the undertakings are thoroughly organized, plans are approved and sustainable financing is in place.
- **Rule 2: General e-government architecture along with e-ID architecture** should be developed at the same time as implementing service technologies.
- **Rule 3: E-government cannot be imported.** The knowledge necessary for planning, regulating and implementing e-government must come from within the country.
- **Rule 4:** E-government implementation is about **change management**.
- **Rule 5:** Cooperation with the private ICT sector is critical.
- **Rule 6:** Start with pilot projects
- **Rule 7:** The key components of e-government are **digital databases** and **digital Identity**
- **Rule 8:** Upon commencing implementation of **e-government**, sustainable **financing mechanisms** should be planned.
- **Rule 9:** A **supporting legal framework** should be developed as an integral part of e-government implementation.
- **Rule 10:** **Cyber security measures** should be implemented across the government together with measures for protecting vital infrastructures.

Thank you